

>> GOOD AFTERNOON AND GOOD MORNING TO THOSE FURTHER WEST. THANK YOU FOR JOINING US TODAY. AS JAMES INDICATED MY NAME IS STEVE ROLLINS AND I'M THE ACTING ASSOCIATE COMMISSIONER FOR THE OFFICE OF DISABILITY POLICY HERE AT THE SOCIAL SECURITY ADMINISTRATION. I HAVE THE PLEASURE OF WELCOMING YOU TODAY TO OUR 21ST NATIONAL DISABILITY FORUM. ON BEHALF OF COMMISSIONER KIYAKAZI, SSA EXECUTIVES, AND EVERYONE AT THE SOCIAL SECURITY ADMINISTRATION, WE HOPE ALL OF YOU ARE DOING WELL AND STAYING HEALTHY. BEFORE I CONTINUE, I WOULD LIKE TO GO OVER SOME HOUSEKEEPING ITEMS. FIRST, I WOULD LIKE TO INFORM EVERYONE THAT THE NATIONAL DISABILITY FORUM IS A PUBLIC FORUM AND MAY INCLUDE REPRESENTATIVES OF THE PRESS SO ANY STATEMENTS OR COMMENTS MADE DURING THE FORUM MAY BE CONSIDERED ON THE RECORD. THIS VIRTUAL FORUM IS BEING RECORDED AND WILL BE AVAILABLE ON THE NATIONAL DISABILITY FORUM WEBSITE APPROXIMATELY FOUR WEEKS AFTER TODAY. SECONDLY, WE HAVE DISABLED THE CHAT, MICROPHONE AND VIDEO FEATURE FOR OUR ATTENDEES. IF YOU DIALED INTO THIS TEAM MEETING PLEASE USE YOUR PHONE'S MUTE FEATURE. THIRD, WE ARE OFFERING TWO ACCESSIBILITY FEATURES TODAY. WE WILL HAVE AN AMERICAN SIGN LANGUAGE INTERPRETER AND WE ARE OFFERING CLOSED CAPTIONING. IF YOU WOULD LIKE TO USE CLOSED CAPTIONS, PLEASE GO TO YOUR MS TEAMS TOOLBAR, CLICK ON THE THREE DOTS ENTITLED "MORE," THEN SCROLL DOWN AND SELECT THE "TURN ON LIVE CAPTIONS" IN THE OPTIONS. THE TOPIC OF TODAY'S FORUM IS HOMELESSNESS,

WORKING WITH STAKEHOLDERS  
TO IMPROVE ACCESS TO SSA  
BENEFITS AND SERVICE.  
AND THIS IS PART 1.  
WE WILL HOST PART 2 ON  
WEDNESDAY, OCTOBER 19TH, 2022,  
FROM 1 P.M. TO 3 P.M.  
EASTERN TIME.  
YOU WILL BE ABLE TO FIND  
MORE INFORMATION ABOUT  
PART 2 ON OUR NATIONAL  
DISABILITY FORUM WEBSITE.  
NOW, DURING TODAY'S FORUM,  
WE HOPE TO LEARN  
FROM OUR PANELISTS,  
STAKEHOLDERS, ADVOCATES,  
RESEARCHERS AND THE PUBLIC  
ABOUT HOW SSA CAN IMPROVE  
ACCESS TO OUR BENEFITS AND  
SERVICES FOR INDIVIDUALS  
EXPERIENCING HOMELESSNESS  
OR HOUSING INSECURITY.  
NOW, BEFORE I INTRODUCE OUR  
GUEST SPEAKER LET ME FIRST  
EXTEND A SINCERE THANK YOU  
TO OUR MODERATOR TODAY,  
JOY MOSES AND ALL THE PANELISTS  
FOR TAKING TIME FROM THEIR BUSY  
SCHEDULES TO JOIN US AND SHARE  
THEIR RESEARCH AND EXPERIENCES.  
NOW, IT IS MY HONOR TO  
WELCOME AND INTRODUCE THE  
EXECUTIVE DIRECTOR FOR THE  
UNITED STATES INTERAGENCY  
COUNCIL ON HOMELESSNESS,  
JEFF OVILET FOR SOME  
OPENING REMARKS.  
MR. OLIVET HAS WORKED FOR  
MORE THAN 25 YEARS TO END  
HOMELESSNESS AS A STREET  
OUTREACH WORKER, A CASE MANAGER,  
A COALITION BUILDER,  
A RESEARCHER, A TEACHER,  
AND NOW IS THE EXECUTIVE  
DIRECTOR FOR THE UNITED  
STATES INTERAGENCY COUNCIL  
ON HOMELESSNESS.  
PRIOR TO JOINING THE COUNCIL,  
MR. OLIVET HAD FOUNDED  
JO CONSULTING,  
CO-FOUNDED RACIAL  
EQUITY PARTNERS,  
AND SERVED AS CEO  
FOR C4 INNOVATIONS.  
THROUGHOUT HIS CAREER HE HAS  
WORKED EXTENSIVELY IN THE AREAS  
OF HOMELESSNESS AND HOUSING,

HEALTH AND BEHAVIORAL HEALTH,  
HIV, EDUCATION,  
AND ORGANIZATIONAL DEVELOPMENT.  
MR. OLIVET HAS SERVED AS THE  
PRINCIPAL INVESTIGATOR ON  
MULTIPLE RESEARCH STUDIES,  
INCLUDING THE SPARC INITIATIVE,  
SUPPORTING PARTNERSHIPS FOR  
ANTIRACIST COMMUNITIES WHICH WAS  
THE FIRST LARGE SCALE NATIONAL  
STUDY TO EXAMINE THE  
INTERSECTION OF STRUCTURAL  
RACISM AND HOMELESSNESS.  
MR. OLIVET IS DEEPLY  
COMMITTED TO SOCIAL JUSTICE,  
RACIAL EQUITY,  
GENDER EQUALITY AND  
INCLUSION FOR ALL.  
EXECUTIVE DIRECTOR OLIVET,  
IT IS MY SINCERE HONOR  
TO WELCOME YOU TO YOUR  
FIRST DISABILITY FORUM.  
THE FLOOR IS YOURS.

>> THANK YOU SO MUCH,  
ASSOCIATE COMMISSIONER ROLLINS,  
AND WE, JUST OUR DEEPEST  
GRATITUDE GOES TO THE SOCIAL  
SECURITY ADMINISTRATION  
AND COMMISSIONER KIJAKAZI  
FOR BRINGING TOGETHER  
THIS CONVERSATION ABOUT  
HOMELESSNESS AND DISABILITY,  
HOMELESSNESS AND ACCESS TO  
SOCIAL SECURITY BENEFITS.  
THE SOCIAL SECURITY  
ADMINISTRATION HAS BEEN A  
WONDERFUL PARTNER TO OUR AGENCY  
AS WE ARE PUTTING TOGETHER A  
NATIONAL STRATEGY TO ADDRESS  
HOMELESSNESS AND WE ARE DEEPLY  
AWARE OF THE INTERSECTIONS WITH  
THE WORK THAT YOU ALL ARE DOING,  
ALL OF YOU ACROSS THE COUNTRY  
AND NOW THE SOCIAL SECURITY  
ADMINISTRATION IS DOING  
IN WASHINGTON AND IN  
COMMUNITIES EVERYWHERE.  
YOU ALL HAVE ALSO PUT TOGETHER  
AN EXTRAORDINARY PANEL TODAY.  
YOU HAVE GOT SOME REAL ROCK  
STARS AND DEAR FRIENDS AND  
COLLEAGUES OF MINE WHO  
ARE SO COMMITTED TO THIS  
WORK OVER THE YEARS.  
AS I WAS PREPARING TO BE WITH  
YOU ALL TODAY MY MIND KEPT GOING

BACK TO A FAMILY THAT I WORKED  
WITH MANY YEARS AGO WHEN I  
WAS A CASE MANAGER WORKING  
WITH FAMILIES EXPERIENCING  
HOMELESSNESS, IN ALBUQUERQUE,  
NEW MEXICO,  
AND I MET THIS MOTHER AND  
TWO CHILDREN WHEN THEY FIRST  
ARRIVED AT A SHELTER,  
HAD FLED A VIOLENT SITUATION.  
AND THE MOM HAD A SERIOUS  
NEUROLOGICAL DISORDER,  
SHE HAD BIPOLAR DISORDER  
THAT WAS PRETTY DISABLING AND  
WAS JUST REALLY STRUGGLING  
TO TAKE CARE OF THESE  
TWO WONDERFUL CHILDREN.  
AND I SAW WITH MY OWN  
EYES AFTER A COUPLE OF  
VERY CHALLENGING YEARS AND  
LOTS OF BUMPS IN THE ROAD THE  
TRANSFORMATIVE EFFECT OF SSDI.  
IT WAS THE DIFFERENCE  
FOR THIS FAMILY BETWEEN  
HOMELESSNESS AND HOUSING.  
IT WAS THE DIFFERENCE BETWEEN  
VIOLENCE AND SAFETY.  
IT WAS THE DIFFERENCE BETWEEN  
KIDS JUMPING FROM SCHOOL  
TO SCHOOL AND BEING STABLY  
EDUCATED FOR THE REMAINDER  
OF THEIR CHILDHOOD.  
THE INCOME THAT CAME FROM SSDI  
WAS THE DIFFERENCE MAKER.  
THERE WAS A LOT ELSE  
GOING ON WITH THIS FAMILY,  
A LOT OF OTHER  
WRAPAROUND SUPPORT,  
BUT THE WORK AT THIS  
INTERSECTION OF BENEFITS,  
AND HOUSING,  
AND HOMELESSNESS WAS CLEAR  
AND PROFOUND IN THIS CASE.  
YOU ALL KNOW ALL TOO  
WELL THE CONNECTIONS  
WE ARE TALKING ABOUT.  
PEOPLE WITH DISABILITIES  
ARE DRAMATICALLY MORE  
LIKELY TO BECOME HOMELESS.  
PEOPLE WITH PHYSICAL  
DISABILITIES, WITH MENTAL  
HEALTH DISABILITIES.  
CERTAINLY WE KNOW THE  
RACIAL INEQUITIES THAT  
ARE AT PLAY HERE,  
THAT BLACK AND NATIVE AMERICAN  
PEOPLE ESPECIALLY ARE AT

HIGH RISK OF HOMELESSNESS.  
AND THERE IS AN INTERSECTIONAL  
NATURE WITH OUR DISABILITY  
PLAYS IN TO OTHER DIMENSIONS  
OF THE WAY OUR SOCIETY HAS  
EXCLUDED MANY, MANY PEOPLE.  
WE ALSO KNOW THAT THE  
HOMELESS POPULATION IS AGING.  
MORE THAN 25% OF THE HOMELESS  
POPULATION IS OVER 55 AND AS  
PEOPLE NEAR OFTEN RETIREMENT AGE  
OFTEN ELIGIBILITY FOR BENEFITS,  
PARTICULARLY SOCIAL  
SECURITY BENEFITS,  
AND THEY ARE ALSO BEING EXCLUDED  
FROM THE WORK FORCE IN MANY  
CASES PRIOR TO WHAT MIGHT  
BE A NATURAL RETIREMENT AGE.  
AND WE KNOW THAT FOLKS WHO ARE  
OLDER IN THEIR EXPERIENCES  
WITH HOMELESSNESS ARE AT  
PARTICULAR RISK FOR ALL  
KINDS OF DISCRIMINATION,  
FOR ALL KINDS OF PHYSICAL,  
HEALTH CHALLENGES, MENTAL  
HEALTH CHANGES, ET CETERA.  
SO THE WORK THAT YOU ALL ARE  
DOING HERE AT THIS FORUM TODAY  
AND GOING FORWARD IS CRITICAL  
TO ADDRESSING THE INTERSECTION  
WITH DISABILITY BENEFITS AND  
THE INTERSECTION WITH SOCIAL  
SECURITY AS PEOPLE AGE.  
I MENTIONED EARLIER THAT  
WE'RE GOING TO BE RELEASING  
A FEDERAL STRATEGIC PLAN  
TO PREVENT HOMELESSNESS,  
AND THERE IS A VERY  
STRONG CONNECTION WITH  
ACCESS TO BENEFITS,  
WITH TRYING TO CREATE BETTER  
CONNECTIONS ACROSS SYSTEMS AND  
BETTER COLLABORATION STARTING  
WITH US AT THE FEDERAL LEVEL,  
HOW WE WORK WITH THE SOCIAL  
SECURITY ADMINISTRATION,  
ALONG WITH OUR OTHER 18-MEMBER  
ORGANIZATIONS OF OUR COUNSEL.  
THAT INCLUDES LABOR,  
AND EDUCATION,  
HOUSING AND URBAN DEVELOPMENT,  
HEALTH AND HUMAN SERVICES,  
VA, AND MANY, MANY OTHERS,  
WE'RE TRYING TO CONNECT ALL  
THE DOTS AT THE FEDERAL LEVEL  
WITHIN THE ADMINISTRATION.  
WHAT ARE CHALLENGES TO YOU ALL

AT THE LOCAL LEVEL IS THAT YOU  
WILL CONNECT THE DOTS, TOO,  
BECAUSE WE KNOW THAT WHAT WE ARE  
TALKING ABOUT HERE ULTIMATELY  
IS NOT PROVIDERS AND SYSTEMS.  
IT'S INDIVIDUALS AND FAMILIES  
EXPERIENCING HOMELESSNESS AND  
IT'S OUR JOB TO MAKE SURE THAT  
PEOPLE ARE GETTING THE MOST  
EASY AND RAPID ACCESS TO  
EVERYTHING THAT THEY QUALIFY  
FOR BECAUSE THAT CANNOT ONLY  
BE THE DIFFERENCE BETWEEN  
HOMELESSNESS AND HOUSING.  
FOR MANY PEOPLE IT CAN  
BE THE DIFFERENCE BETWEEN  
LIFE AND DEATH.  
I'D LIKE TO CONCLUDE BY  
GOING BACK TO THE STORY  
I TALKED ABOUT EARLIER.  
THAT FAMILY THAT I MET WOULD  
COME INTO -- I WAS WORKING AT  
A HEALTHCARE FOR THE HOMELESS  
PROJECT AT THE TIME AND THEY  
WOULD COME INTO OUR WAITING  
ROOM FOR HEALTHCARE,  
FOR PEDIATRIC CARE,  
FOR SOCIAL WORK AND  
OTHER SUPPORTS.  
AND WE HAD A LOT OF ART  
GOING ON SO WE HAD KIDS  
DOING ART IN OUR WAITING ROOM.  
AND THE YOUNGER BOY WHO WAS  
FIVE AT THE TIME PAINTED A  
PICTURE OF THIS HOUSE,  
IMAGINE JUST LIKE A FIVE-YEAR  
OLD PAINTING A HOUSE AND  
PUT LITTLE KIND OF LOOPS  
ON THE SIDE OF IT.  
AND I, YOU KNOW,  
BECAUSE I LEARNED FROM  
OUR ART THERAPISTS HOW TO  
TALK TO PEOPLE, I SAID,  
TELL ME ABOUT YOUR  
PAINTING THERE.  
AND HE SAID IT'S A  
HOUSE WITH HANDLES.  
TELL ME MORE ABOUT THAT.  
SO I CAN TAKE IT WITH  
US WHEREVER WE GO.  
AND WHEN I LEFT THAT PROGRAM  
A FEW YEARS LATER THAT FAMILY  
GAVE ME THE HOUSE WITH HANDLES  
PAINTING WHICH HANGS ON THE WALL  
OF MY OFFICE AS A REMINDER OF  
THE CRITICAL WORK THAT WE DO,  
AS A REMINDER OF THE CRITICAL

NATURE OF HOUSING AND  
WRAPAROUND SUPPORTS,  
AND AS A CRITICAL REMINDER  
OF THE FACT THAT ACCESS TO  
BENEFITS CAN CHANGE LIVES.

ASSOCIATE COMMISSIONER,  
THANK YOU SO MUCH FOR  
HOLDING THIS FORUM.  
THANK YOU FOR INVITING  
ME TO JOIN YOU ALL.

I HOPE IT IS A RICH AND  
WONDERFUL DISCUSSION AND THAT  
ALL OF YOU WHO ARE ATTENDING  
TODAY FEEL RECONNECTED WITH  
EACH OTHER AND RECONNECTED  
WITH THE IMPORTANCE OF  
WHAT YOU ALL ARE DOING.  
THANK YOU SO MUCH FOR  
EVERYTHING YOU DO.

IT'S GREAT TO BE WITH YOU.

>> OKAY.

THANK YOU,  
EXECUTIVE DIRECTOR OLIVET.  
WE REALLY DO APPRECIATE YOU  
TAKING TIME TO JOIN US TODAY.  
AND YOUR REMARKS REALLY DO  
HIGHLIGHT THE IMPORTANCE OF  
WHAT WE ARE DOING TODAY AND  
WHAT WE HOPE TO ACHIEVE.  
SO, AGAIN, WE SINCERELY THANK  
YOU FOR TAKING TIME FROM I AM  
SURE YOUR VERY BUSY SCHEDULE  
TO HELP US OUT TODAY.  
SO AS INDICATED,  
TODAY'S PANEL DISCUSSION WILL  
BE MODERATED BY JOY MOSES.  
AFTER THE PANEL DISCUSSION,  
THERE WILL BE AN OPEN  
QUESTION AND ANSWER SESSION.  
NOW BIOCRACY PAYS  
FOR OUR EXECUTIVES,  
MODERATOR AND SPEAKERS CAN BE  
FOUND ON OUR NATIONAL DISABILITY  
FORUM WEBSITE AT [WWW.SSA.GOV/NDF](http://WWW.SSA.GOV/NDF)  
IN THE OUTREACH SECTION  
UNDER TODAY'S TAB 9/21/2022.  
NOW, DURING THE FORUM,  
AS MENTIONED,  
THERE IS NO CHAT  
FEATURE AVAILABLE FOR  
YOU TO MAKE COMMENTS,  
HOWEVER WE DO HAVE AN EMAIL  
ADDRESS WHERE YOU CAN SEND  
QUESTIONS AND COMMENTS THAT SSA  
STAFF WILL SHARE WITH PANELISTS.  
IF YOU WISH TO ASK A QUESTION

OF A PANELIST OR PROVIDE  
A COMMENT BY EMAIL,  
PLEASE INCLUDE YOUR NAME,  
YOUR AFFILIATION AND YOUR  
STATE IN YOUR EMAIL QUESTION.  
THE EMAIL ADDRESS TO USE IS  
NATIONAL DISABILITY FORUM,  
ALL ONE WORD, AT SSA.GOV.  
AGAIN, THAT IS NATIONAL  
DISABILITY FORUM AT SSA.GOV.  
WHEN SUBMITTING A QUESTION,  
PLEASE DO NOT INCLUDE ANY  
PERSONALLY IDENTIFIABLE  
INFORMATION SUCH AS SOCIAL  
SECURITY NUMBER OR ADDRESS.  
AND KNOW THAT WE ARE MONITORING  
THE IN-BOX THROUGHOUT THE  
FORUM AND WE WILL SHARE  
THE QUESTIONS WITH THE  
MODERATOR AS TIME ALLOWS.  
IF YOUR QUESTIONS ARE NOT  
ANSWERED DURING THE FORUM  
WE CERTAINLY WILL MAKE  
EVERY EFFORT TO ANSWER YOUR  
QUESTIONS VIA EMAIL AFTERWARDS.  
IN A FEW WEEKS WE WILL PROVIDE  
A LINK TO THE RECORDING ON  
OUR NATIONAL DISABILITY  
FORUM WEBSITE,  
AGAIN THAT IS WWW.SSA.GOV/NDF,  
AND AGAIN IN THE OUTREACH  
SECTION UNDER TODAY'S  
TAB 9/21/2022.  
SO NOW TURNING TO THE  
PURPOSE OF TODAY'S FORUM,  
AS WITH ALL NATIONAL  
DISABILITY FORUMS, YOU KNOW,  
TODAY GIVES YOU,  
OUR STAKEHOLDERS,  
AN OPPORTUNITY TO SHARE  
YOUR UNIQUE INSIGHTS  
DIRECTLY WITH SSA,  
INCLUDING POLICYMAKERS  
WITHIN THE AGENCY.  
THE NDF IS NOT INTENDED  
TO BE A MEANS FOR REACHING  
AN AGREEMENT ON ANY ISSUE.  
AND SSA'S PARTICIPATION IS  
STRICTLY FOR THE PURPOSE  
OF GAINING INSIGHT BY  
LISTENING TO THE PANELISTS,  
INCLUDING THEIR RESPONSES TO  
YOUR QUESTIONS OR COMMENTS.  
THESE FORUMS PROVIDE AN  
OPPORTUNITY FOR YOU OUR  
STAKEHOLDERS TO HEAR FROM ONE  
ANOTHER AND ARE OPEN TO ANYONE

INTERESTED IN DISABILITY POLICY.  
BY SHARING YOUR THOUGHTS  
AND EXPERIENCES,  
YOU'LL HELP US SHAPE THE  
FUTURE OF SOCIAL SECURITY BY  
STRENGTHENING OUR DISABILITY  
POLICY DEVELOPMENT AND  
CONTRIBUTING TO OUR COMBINED  
EFFORT TO ADDRESS EQUITY  
WITHIN OUR DISABILITY  
POLICY AND PRACTICES.  
NOW, IN TODAY'S FORUM,  
WE SEEK TO LEARN FROM OUR  
PANELISTS HOW SSA CAN IMPROVE  
ACCESS TO OUR BENEFITS AND  
SERVICES FOR INDIVIDUALS THAT  
ARE EXPERIENCING HOMELESSNESS  
OR HOUSING INSECURITY.  
IN ADDITION,  
WE PLAN TO LEARN ABOUT  
DEMOGRAPHICS OF PERSONS  
EXPERIENCING HOMELESSNESS  
WHETHER AND HOW THIS POPULATION  
IS SHIFTING DEMOGRAPHICALLY  
AND HOW THIS IS REFLECTED IN  
POPULATIONS THAT SSA ENCOUNTERS.  
THE PANEL WILL ALSO FOCUS  
ON CAUSES OF HOMELESSNESS,  
HOW TO INITIALLY CONTACT  
THIS POPULATION,  
AND IMPORTANTLY HOW TO REMAIN  
IN CONTACT WITH THEM THROUGHOUT  
OUR ADJUDICATORY PROCESS.  
SO NOW I WOULD LIKE TO  
INTRODUCE OUR MODERATOR,  
JOY MOSES OF THE CENTER  
FOR LAW AND SOCIAL POLICY.  
MS. MOSES IS THE DIRECTOR OF  
THE HOMELESSNESS RESEARCH  
INSTITUTE AT THE NATIONAL  
ALLIANCE TO END HOMELESSNESS.  
FOR OVER 20 YEARS SHE HAS WORKED  
TO REDUCE POVERTY AND ADVANCE  
RACIAL JUSTICE AND HAS  
EXTENSIVELY PUBLISHED ON  
THESE TOPICS INCLUDING VARIOUS  
WHITE PAPERS AND ARTICLES.  
MS. MOSES IS A PROUD GRADUATE OF  
THE GEORGETOWN UNIVERSITY LAW  
CENTER AND STANFORD UNIVERSITY.  
SHE BEGAN HER CAREER AS A LEGAL  
ADVOCATE REPRESENTING THE  
INTEREST OF CHILDREN AND YOUTH  
THROUGH HER WORK AT THE NATIONAL  
LAW CENTER ON HOMELESSNESS  
AND POVERTY AS WELL AS FOR  
THE NAACP LEGAL DEFENSE FUND.

SHE ALSO WORKED AS A PRIVATE CONSULTANT AND ANALYST WITH THE CENTER FOR AMERICAN PROGRESS. TO LEARN MORE ABOUT MS. MOSES, AS WELL AS ALL OF OUR PANELISTS TODAY, PLEASE VISIT THE NATIONAL DISABILITY FORUM WEBSITE AND, AGAIN, IT'S WWW.SSA.GOV/NDF AND THEN CLICK ON, YOU KNOW, THE NATIONAL DISABILITY FORUMS, 9/21/22 TAB. SO ONCE AGAIN WE WOULD LIKE TO EXTEND OUR SINCERE APPRECIATION TO MS. MOSES, AS WELL AS ALL THE PANELISTS FOR PARTICIPATING IN TODAY'S DISCUSSION. MS. MOSES, WE WELCOME YOU AND THE FLOOR IS ALL YOURS. THANKS.

>> THANK YOU FOR THE WARM WELCOME. I AM SO HAPPY TO BE HERE TODAY TO JOIN SSA, BUT ALSO AS MENTIONED, THE HIGHLY ESTEEMED PANEL OF INDIVIDUALS. BEFORE WE LAUNCH INTO THE PANEL, I AM JUST GOING TO PROVIDE A LITTLE BIT OF AN OVERVIEW OF WHERE WE ARE ON HOMELESSNESS AND WE'LL BEGIN THE DISCUSSION AFTER THAT. AS MENTIONED I DO WORK AT THE NATIONAL ALLIANCE IN HOMELESSNESS WHERE I SPEND A LOT OF TIME LOOKING AT DATA AND HOUSING INSTABILITY DATA. SO I WILL GO OVER A COUPLE OF PLANS, HOPEFULLY NOT TOO MANY NUMBERS, BUT ENOUGH TO GIVE YOU A SENSE OF THE STATE OF THINGS. SO I WILL START BY SAYING THAT WE HAVE BEEN OBVIOUSLY THE LAST COUPLE OF YEARS HAVE BEEN INTERESTING TO SAY THE LEAST. THERE HAVE BEEN DEFINITELY INTERRUPTIONS IN DATA COLLECTION AROUND HOMELESSNESS SO I AM GOING TO LET YOU KNOW WHAT WE KNOW BASED ON THE DATA THAT WAS ABLE TO BE COLLECTED. THE LAST TIME, WELL, I'LL SAY ONE OF THE MAJOR WAYS THAT WE MEASURE HOMELESSNESS

IS YOUR ANNUAL POINT OF TIME  
COUNT IN JANUARY OF EACH YEAR.  
THAT WAS INTERRUPTED IN 2021,  
SO THAT IS ONE OF  
THE BIG FACTORS THAT  
LIMITS WHAT WE KNOW.  
SO I AM GOING TO TALK ABOUT  
SOME DATA THAT IS FROM  
JANUARY OF 2020 RIGHT  
BEFORE THE PANDEMIC BEGAN.  
AT THAT POINT THERE WERE  
580,466 PEOPLE EXPERIENCING  
HOMELESSNESS WHICH EQUATES  
TO ROUGHLY 18 OUT OF EVERY  
TEN THOUSAND PEOPLE.  
AND THE HISTORY OF HOMELESSNESS  
NUMBERS OVER TIME HAS BEEN  
ONE OF -- BASICALLY A TREND  
OF STEADY DECREASES.  
ESSENTIALLY FOR MOST YEARS  
HOMELESSNESS DECREASED,  
BUT DECREASED IN MODERATE WAYS,  
AND THE OVERALL DECREASE  
OVER TIME BETWEEN DATA  
COLLECTION BEGAN IN 2007  
TO 2020 WAS A MODEST 15%.  
SO THIS HAS DEFINITELY BEEN A  
CONCERN FOR ADVOCATES THAT WE  
WEREN'T MAKING PROGRESS AS  
QUICKLY AS POSSIBLE BUT IT  
WAS DEFINITELY A POSITIVE  
THAT WE WERE STEADILY MOVING  
IN THE RIGHT DIRECTION.  
THOSE THINGS STARTED TO  
CHANGE SOMEWHAT IN THE YEARS  
LEADING UP TO THE PANDEMIC.  
BEGINNING IN 2017,  
A NEW TREND BEGAN.  
HOMELESSNESS STARTED  
TO INCREASE.  
AND BY 2020,  
THE POPULATION HAD GROWN BY 6%.  
OVERALL GAINS OVER THE PERIOD  
OF DATA COLLECTION DID NOT  
DISAPPEAR BUT THERE WERE  
CONCERNS THAT THEY WOULD BE  
IF WE CONTINUE DOWN THE ROAD  
THAT WE WERE ON.  
JEFF WENT OVER A LITTLE BIT  
ABOUT THE POPULATION OF PEOPLE  
EXPERIENCING HOMELESSNESS,  
I WILL MAKE A COUPLE  
OF POINTS ABOUT THAT.  
MOST OF THE PEOPLE IN THE  
POPULATION ARE INDIVIDUALS, 70%.  
THEY ARE ALSO MOSTLY MALE,  
70% OF PEOPLE EXPERIENCING

HOMELESSNESS ARE MEN AND BOYS.  
AND THEY ARE DISPROPORTIONATELY  
PEOPLE OF COLOR,  
PARTICULARLY AMERICAN  
INDIAN PEOPLE AND BLACK  
AMERICANS AS WELL.  
THOSE GROUPS HAVE A HIGH  
RATES OF HOMELESSNESS AS  
COMPARED TO OTHER GROUPS.  
I WILL -- I'LL CONTINUE.  
MY SCREEN IS A LITTLE FROZEN,  
I HOPE YOU CAN STILL HEAR ME,  
SO I'LL JUST CONTINUE,  
ALTHOUGH I'M UNSURE.  
OTHER PEOPLE WHO ARE  
DISPROPORTIONATELY  
EXPERIENCING HOMELESSNESS  
INCLUDE OLDER ADULTS,  
AND I'LL SPECIFICALLY TALK ABOUT  
PEOPLE WITH HEALTH CONDITIONS.  
THERE WAS SOME RECENT RESEARCH  
BY THE CALIFORNIA POLICY LAB  
WHICH ILLUSTRATED THAT A LOT  
OF -- A SIGNIFICANT NUMBER OF  
PEOPLE WHO WERE ESPECIALLY  
UNSHELTERED HAD ISSUES WITH --  
HAD ISSUES WITH MENTAL HEALTH,  
AS WELL AS CHRONIC  
HEALTH ISSUES.  
A SIGNIFICANT NUMBER WERE ALSO  
EXPERIENCING TRIMORBIDITY WHICH  
MEANS THEY WERE EXPERIENCING  
AT LEAST THREE CONDITIONS.  
AND I WILL SAY FOR ALL  
THREE OF THOSE CATEGORIES  
WERE HOVERING AT,  
WE WERE HOVERING AT 50% OF  
THE POPULATION AND ABOVE.  
PEOPLE WHO LIVE IN SHELTERS ALSO  
HAVE A HIGH NUMBER OF HEALTH  
CONDITIONS BUT NOT AS MUCH  
AS THE SHELTERED POPULATION.  
I WILL BRIEFLY TOUCH UPON  
WHY PEOPLE ARE HOMELESS.  
ONE OF THE THINGS THAT OBVIOUSLY  
STANDS OUT WHEN YOU ARE TALKING  
ABOUT THE FACT THAT PEOPLE DON'T  
HAVE A PLACE TO LIVE IS THAT  
THERE IS A HOUSING PROBLEM.  
THERE IS CERTAINLY A HOUSING  
CRISIS IN THE UNITED STATES.  
ANNUALLY OUR PARTNERS AT THE  
NATIONAL LOCAL HOUSING COALITION  
CALCULATE HOW MUCH MONEY  
SOMEONE WOULD HAVE TO EARN IN  
ORDER TO BE ABLE TO AFFORD  
HOUSING IN THE NATION,

BUT ALSO IN VARIOUS  
SPECIFIC COMMUNITIES.  
AND SO WITH THE MINIMUM WAGE  
THAT HAS BEEN REALLY FALLING  
BEHIND WHERE IT SHOULD BE AND  
HAS NOT INCREASED AT ALL AS  
WE WOULD LIKE TO HAVE SEEN  
IT OVER THE GENERATIONS,  
WE KNOW THAT THE NATIONAL  
HOUSING WAGE IS MORE THAN  
TWICE WHAT THE MINIMUM WAGE IS.  
SO MINIMUM WAGE WORKERS  
DEFINITELY CANNOT AFFORD  
HOUSING IN AMERICA.  
THE HUD AS AN AGENCY ALSO  
TRACKS THE NUMBER OF AFFORDABLE  
UNITS AVAILABLE AND THEY HAVE,  
THEY HAVE NOTED AND THEIR MOST  
RECENT PUBLISHED REPORTS THAT  
THERE ARE ONLY 59 AFFORDABLE  
UNITS FOR EVERY 100 EXTREMELY  
LOW INCOME HOUSEHOLDS.  
SO OBVIOUSLY THERE IS  
NOT MUCH HOUSING THERE,  
AND PEOPLE CANNOT AFFORD  
WHAT IS AVAILABLE.  
THOSE, AND OF COURSE THOSE  
REALITIES ARE HEIGHTENED IN  
CERTAIN PARTS OF THE COUNTRY.  
WHEN YOU THINK OF MAJOR MARKETS  
LIKE SAN FRANCISCO AND NEW YORK,  
WE'RE TALKING ABOUT EVEN GREATER  
DISPARITIES BETWEEN WHAT  
LOW WAGE WORKERS EARN AND  
WHAT THE HOUSING COSTS ARE.  
THAT IS THE BIGGEST  
ISSUE IN HOUSING.  
IT JUST SIMPLY IS.  
WE NEED MORE AFFORDABLE  
HOUSING AND PEOPLE NEED  
TO BE ABLE TO AFFORD IT.  
BUT, OF COURSE,  
AS I STARTED OUT  
THIS DISCUSSION,  
WE DO HAVE A POPULATION OF FOLKS  
WHO HAVE CHALLENGES THAT THEY  
MAY NOT BE GETTING FULLY  
ADDRESSED AS FAR AS HEALTH,  
PHYSICAL HEALTH AND  
MENTAL HEALTH,  
AND THAT POINTS TO A PUBLIC  
SERVICES CRISIS AS WELL.  
WE KNOW THAT OUR MENTAL HEALTH  
SYSTEM IS NOT REACHING ALL  
THE PEOPLE THAT NEED SERVICES.  
57% OF ADULTS WITH MENTAL  
ILLNESSES ARE NOT

RECEIVING TREATMENT.  
THERE IS INADEQUATE INSURANCE  
AND ALL SORTS OF COST BARRIERS.  
AND FOR PEOPLE IN LOW INCOME  
NEIGHBORHOODS THERE IS EVEN LESS  
ACCESS TO THESE VITAL SERVICES.  
THAT IS THE REALITY THAT IS  
AFFECTING THIS POPULATION AS  
WELL ALTHOUGH NOT THE WHOLE  
STORY OF HOMELESSNESS.  
I GUESS SOMETIMES THERE  
IS A FRUSTRATION,  
MOST PEOPLE WHO DO THIS WORK  
WHERE WE KNOW THAT THESE  
TROUBLES EXIST BUT WE WANT TO  
ENSURE THAT FOLKS DON'T LOSE  
SITE OF THE HOUSING ISSUE.  
AND THEN THERE ARE DEFINITELY  
RACIAL AND ETHNIC INEQUITIES  
IN OUR SOCIETY THAT ARE DEEPLY  
EMBEDDED THAT WE ARE ALL  
TRYING TO WORK ON BUT THEY  
AFFECT OUR WORK.  
THERE IS HOUSING,  
THERE IS DISCRIMINATION,  
AND NIMBYISM, CERTAIN PEOPLE  
DON'T WANT OTHERS,  
CERTAIN OTHER PEOPLE LIVING  
THERE AND THAT AFFECTS OUR  
ABILITY TO GET PEOPLE HOUSED  
INTO BUILD NEW HOUSING.  
FOR SERVICES,  
AS I MENTIONED THERE IS A  
DISPROPORTIONATE ACCESS TO THOSE  
SERVICES THAT ARE NEEDED FOR  
PHYSICAL AND MENTAL HEALTH.  
AND THEN EVEN WHEN THE NATION  
IS HAVING ECONOMIC HARD TIMES,  
PEOPLE AT THE LOWER END OF  
THE ECONOMIC SPECTRUM ARE EVEN  
EXPERIENCING WORSE HARD TIMES  
AND MORE CONSISTENTLY AND  
ALWAYS AT ELEVATED LEVELS.  
SO THIS IS SOMETHING THAT HAS  
BEEN DEFINITELY A BIG PART OF  
OUR SYSTEM, THE AMERICAN SYSTEM,  
AND THAT NEEDS TO BE ADDRESSED  
ALONG WITH THINGS LIKE  
BUILDING MORE HOUSING.  
SO I WILL, I THINK, END THERE  
BECAUSE I THINK WE CAN HAVE A  
VERY RICH CONVERSATION WITH THE  
EXPERTS WHO ARE HERE TO JOIN ME  
TODAY ABOUT SOME OF THESE AREAS.  
ABOUT THEIR EXPERIENCES AND HOW  
THEY WOULD TALK ABOUT PEOPLE,  
HOW THEY WOULD EXPLAIN

HOMELESSNESS,  
HOW THEY WOULD EXPLAIN THE  
POPULATION OF PEOPLE WHO  
ARE EXPERIENCING THESE  
CHALLENGES AND WHERE WE ARE.  
SO I AM GOING TO INTRODUCE  
THE PANEL -- I'M SORRY,  
JUST A MOMENT --  
INTRODUCE THE PANEL THAT  
WE HAVE JOINING US TODAY.  
WE HAVE KENYATTA BRUNSON AND  
CHAQUITA GOODE FROM END STREET  
VILLAGE IN WASHINGTON, D.C.  
WE'RE ALSO JOINED BY SAM  
TSEMBERIS OF HALFWAY HOUSING  
FIRST INSTITUTE AND UCLA.  
I AM ALSO JOINED BY  
PATRICIA MALLERY,  
A SENIOR STAFF ATTORNEY WITH  
THE HOMELESS ADVOCACY PROJECT.  
AND LAST,  
BUT CERTAINLY NOT LEAST,  
DONALD WHITEHEAD, JUNIOR,  
WHO IS WITH THE NATIONAL,  
WHO IS THE EXECUTIVE DIRECTOR  
OF THE NATIONAL COALITION  
FOR THE HOMELESS.  
SO I AM GOING TO ACTUALLY BRING  
THEM INTO THE CONVERSATION.  
THERE WERE SOME PREPARED  
QUESTIONS THAT WERE SHARED,  
I THINK,  
FROM THE AUDIENCE AND THERE IS,  
ONE OF THE CATEGORIES CERTAINLY  
IS ABOUT UNDERSTANDING PEOPLE  
EXPERIENCING HOMELESSNESS,  
WHY DOES THIS PROBLEM  
EXIST IN OUR SOCIETY.  
I GUESS THAT'S THE GENERAL  
CATEGORY THAT I WOULD  
GROUP THOSE QUESTIONS IN.  
CERTAINLY JEFF AND I STARTED  
THE CONVERSATION BUT I WANT  
TO BRING THE REST OF THE  
PANEL INTO THE DISCUSSION.  
AND MAYBE I WILL JUST PICK  
ON SOMEONE RIGHT NOW.  
I'M GOING TO START WITH  
MAYBE DONALD WHITEHEAD,  
IF YOU COULD JUST TALK FROM  
YOUR PERSPECTIVE AS THE HEAD  
OF A NATIONAL COALITION  
FOR THE HOMELESS,  
HOW DO YOU DISCUSS THESE  
ISSUES AND I GUESS,  
I AM SURE YOU CAN EXPAND UPON  
THE VERY GENERAL MARKS THAT

WERE MADE EARLIER ABOUT WHY  
WE ARE IN THIS CRISIS TODAY.  
>> WELL, JOY,  
THANK YOU FOR HAVING ME AND  
I THINK YOU DID A GREAT  
JOB OF FRAMING THE ISSUE  
OFFERING SOME CONTEXT.  
A COUPLE OF THINGS I WOULD ADD,  
THE 500,000 NUMBER IS  
A POINT IN TIME COUNT.  
SO IT'S A COUNT ONE DAY IN  
JANUARY AND THAT NUMBER  
THROUGHOUT THE YEAR IS PROBABLY  
CONSIDERABLY HIGHER SO  
PEOPLE GO IN AND OUT OF THE  
SYSTEM QUITE FREQUENTLY.  
THE LACK OF AFFORDABLE  
HOUSING CERTAINLY IS A  
MAJOR COMPONENT OF THAT.  
THERE IS ALSO POVERTY OF  
THE FACT THAT PEOPLE DON'T  
MAKE WAGES THAT ALLOW  
THEM TO AFFORD HOUSING.  
WE HAVE SEEN A DRAMATIC INCREASE  
IN THE COST OF HOUSING IN THIS  
COUNTRY AND THE PEOPLE AT THE  
BOTTOM OF THE ECONOMIC LADDER  
HAVE JUST BEEN UNABLE TO KEEP  
UP WITH THAT RISE IN HOUSING.  
BUT THERE'S ALSO MEDICAL ISSUES.  
ONE OF THE THINGS THAT WE KNOW  
ABOUT THE OVERALL NUMBERS IS  
THAT WHILE WE HAVE SEEN A  
REDUCTION IN SOME POPULATIONS,  
THE REDUCTION IN -- THERE  
HASN'T BEEN A REDUCTION IN  
UNSHELTERED HOMELESSNESS.  
THAT NUMBER HAS BEEN RISING  
FOR ABOUT FIVE YEARS.  
IN ADDITION TO THAT,  
WE ALSO SEE QUITE A BIT OF  
OTHER INTERSECTIONALITY ISSUES.  
THE LGBTQ+ POPULATION,  
ESPECIALLY WHEN IT COMES TO THE  
YOUTH THAT ARE EXPERIENCING  
HOMELESSNESS IN THE COUNTRY,  
ESPECIALLY YOUTH OF COLOR,  
THAT POPULATION IS DRAMATICALLY  
OVERREPRESENTED IN THE  
HOMELESS POPULATION.  
WE ALSO HAVE OTHER PEOPLE  
WHO ARE ON THE VERGE,  
OR SOME PEOPLE WE CONSIDER  
FULLY HOMELESS THAT ARE NOT  
INCLUDED IN THE HUD COUNT  
BECAUSE OF DEFINITIONS.  
SO THE POPULATION IS REALLY

HARD TO QUANTIFY FOR MANY  
DIFFERENT REASONS.  
BUT THOSE OTHER  
GROUPS OF PEOPLE,  
PEOPLE LIVING DOUBLED UP,  
PEOPLE THAT ARE LIVING WITH  
OTHER RELATIVES, IN CARS,  
ALL KINDS OF THINGS,  
WE'VE ALSO SEEN A REAL  
CHALLENGE WITH COMMUNITIES'  
RESPONSES TO HOMELESSNESS.  
SO WE'VE SEEN A LOT  
OF CRIMINALIZATION  
ACROSS THE COUNTRY.  
IN FACT, 65 CITIES NOW HAVE  
LAWS ON THE BOOKS THAT  
WOULD MAKE IT ILLEGAL  
BASICALLY TO BE HOMELESS.  
ANOTHER INFLOW,  
SO WE HAVE A COUPLE OF INFLOWS,  
AS WELL, AND I THINK THAT'S  
IMPORTANT TO CONSIDER.  
WE HAVE AN INFLOW FROM THE  
FOSTER CARE COMMUNITY.  
SO PEOPLE ARE LEAVING THAT  
COMMUNITY BEING EMANCIPATED,  
THEY'RE ENTERING  
INTO THE SYSTEM.  
WE'RE ALSO SEEING QUITE A  
NUMBER OF PEOPLE LEAVING THE  
CRIMINAL JUSTICE SYSTEM.  
AND THERE IS A PLACE WHERE  
THERE'S HUGE BARRIERS WHEN IT  
COMES TO SSI AND SSDI BECAUSE,  
OF COURSE,  
WHEN A PERSON IS IMPRISONED,  
THEIR SSDI OR SSI STOPS,  
AND IT'S A CHALLENGE TO  
GET THEM RECONNECTED FOR  
A NUMBER OF REASONS,  
AND I'M SURE OTHERS WILL  
EXPOUND UPON THAT.  
THOSE ARE SOME OF THE  
THINGS THAT I WOULD ADD  
TO THE CONVERSATION.  
CERTAINLY THOSE UNDERLYING  
HEALTH ISSUES ARE BARRIERS  
TO HOMELESSNESS, AS WELL.  
I'M SORRY,  
I HEARD AN ECHO THERE.  
BUT YES, SO I'LL JUST  
ADD THOSE THINGS.  
I DON'T WANT TO TAKE  
UP ALL THE SPACE,  
AND I'M SURE OTHER PEOPLE  
HAVE MORE TO ADD.  
AND WE ALSO ARE SEEING A

CHALLENGE TO SOME OF THE  
EFFECTIVE RESPONSES.  
SO PERMANENT SUPPORTIVE  
HOUSING IS KIND OF BEING  
CHALLENGED,  
ALTHOUGH IT HAS IN  
MOST COMMUNITIES ABOUT  
A 90% SUCCESS RATE,  
WE'RE SEEING PEOPLE  
FRUSTRATED WITH -- WE HOUSED  
A MILLION PEOPLE LAST YEAR,  
AND 2 MILLION MORE SHOWED UP  
AT THE DOOR BECAUSE WE HAVEN'T  
ADDRESSED THE UNDERLYING ISSUES.  
SO I'LL STOP THERE.  
>> AND DOES ANYONE ELSE WANT TO  
OFFER JUST SOME OPENING REMARKS  
AS WE START THIS CONVERSATION  
ABOUT HOMELESSNESS,  
FOR SOME FOLKS WHO MAY BE NEWER  
TO THE ISSUE OR STRUGGLING  
TO UNDERSTAND THE CURRENT  
STATE OF THINGS?  
>> JOY, YES, I WOULD LIKE TO  
ADD TO WHAT DONALD WAS SAYING.  
SOME THINGS -- I'M SORRY.  
I'M CHAQUITA GOODE,  
I WORK HERE AT N STREET VILLAGE,  
I'M THE BENEFITS  
COUNSELOR TO EVERYONE.  
BUT SOME THINGS I WOULD LIKE  
TO LIKE JUST PIGGYBACK AND SAY,  
I KNOW TRAUMA.  
A LOT OF OUR WOMEN HERE  
HAVE EXPERIENCED TRAUMA,  
MIGHT BE FROM CHILDHOOD,  
WHETHER JUST FROM BEING  
HOMELESS OVER THE YEARS.  
I NOTICED A LOT OF SHAME,  
A LOT OF GUILT,  
A LOT OF STUFF WE  
DON'T TALK ABOUT.  
THEY KEEP THEM FROM SERVICES.  
THAT KEEP THEM FROM NOT  
BEING A PART OF THE COUNT,  
KEEP THEM AWAY.  
THEY -- HOW CAN I SAY THIS?  
JUST NOT WANTING PEOPLE TO KNOW  
THAT THEY'RE HAVING A HARD TIME,  
AND THEN PEOPLE DISAPPEAR  
AND THEY GO AWAY FOR YEARS,  
SOMETIMES THEY COME BACK.  
SO A LOT OF THAT  
PLAYS A ROLE IN IT.  
SUBSTANCE USE,  
LACK OF KNOWLEDGE,  
LACK OF EDUCATION.

WE HAVE RESOURCES.  
BUT SOMETIMES PEOPLE,  
WHEN I SAY LACK OF KNOWLEDGE,  
THEY DON'T HAVE KNOWLEDGE  
OF THE RESOURCES,  
SO THEY DON'T EVEN  
KNOW HOW TO ACCESS,  
EVEN THERE IS ACCESS  
TO THE RESOURCE.  
BUT IF NOBODY'S THERE  
TO INFORM YOU,  
YOU DON'T HAVE ANYBODY  
TO ASK OR YOU DON'T WANT  
TO ASK THE QUESTION,  
THAT LEAVES YOU OUT IN THE COLD.  
SO I JUST WANTED TO KIND  
OF PAINT THAT PICTURE.  
BECAUSE, FOR ME,  
A LOT OF OUR WOMEN HERE  
AT N STREET EXPERIENCE THAT  
ON THAT PARTICULAR LEVEL.  
I'M HOPING I'M MAKING SENSE.  
BUT I WANTED TO ADD THAT,  
ESPECIALLY WITH THE  
SHAME AND THE GUILT AND  
NOT WANTING PEOPLE TO KNOW  
THAT THEY LACK EDUCATION.  
NO ONE WANTS TO TELL ANYBODY  
THEY CAN'T READ OR THEY CAN'T  
UNDERSTAND WHAT YOU'RE SAYING  
OR THAT THEY NEED HELP,  
YOU KNOW, SO, AND THAT JUST  
MAKES THINGS EVEN HARDER,  
AT LEAST FROM MY PERSPECTIVE.  
>> I WOULD LIKE TO ADD SOMETHING  
TO THE CONVERSATION,  
PLEASE, AS WELL.  
>> SURE.  
>> GOOD AFTERNOON, EVERYONE.  
MY NAME IS KENYATTA T. BRUNSON,  
AND I'M THE PRESIDENT AND  
CEO AT N STREET VILLAGE.  
AND AS MY COLLEAGUE  
CHAQUITA THAT JUST SPOKE,  
N STREET VILLAGE IS LOCATED  
IN WASHINGTON, D.C. AND  
WE ARE THE LARGEST PROVIDER  
OF WOMEN'S SERVICES IN THE  
DISTRICT FOR WOMEN THAT ARE  
CHRONICALLY HOMELESS OR  
UNDER THE POVERTY LINE,  
AND WE DO THAT IN A  
VARIETY OF WAYS.  
BUT ONE THING THAT I WANTED TO  
ADD TO THIS CONVERSATION IS THE  
IMPORTANCE OF RECOGNIZING THAT  
WOMEN EXPERIENCE HOMELESSNESS

VERY DIFFERENTLY THAN MEN DO.  
AND SO WHEN WE ARE TALKING  
ABOUT HOW DO WE ADDRESS THE  
ISSUE OF HOMELESSNESS,  
AND HOW DO WE GRANT ACCESS TO  
GREATER RESOURCES AND SYSTEMS,  
WE REALLY NEED TO REVIEW TO  
SEE HOW WOMEN ENTER INTO  
THE SYSTEM VERSUS MEN.  
AND SOMETIMES I GET --  
I'M VERY PASSIONATE ABOUT  
THE WORK THAT I DO.  
AND JOY, I HEARD YOU MENTION  
THE NUMBERS IN RELATION TO  
THE PERCENTAGE OF SINGLES  
EXPERIENCING HOMELESSNESS,  
AND YOU GAVE THE PERCENTAGE  
OF 70% OF MEN AND BOYS  
ARE IN THE SYSTEM.  
AND WOMEN TEND TO  
GET LOST IN THAT,  
BECAUSE THERE WAS NO PERCENTAGE  
THAT WAS GIVEN FOR WOMEN.  
AND BECAUSE WE ARE  
FOCUSED SOLELY ON WOMEN  
EXPERIENCING HOMELESSNESS,  
AND IN THE 17 YEARS THAT  
I'VE BEEN DOING THIS,  
IT'S ALL BEEN IN THE  
WASHINGTON, D.C. AREA,  
I HAVE NOTICED THAT THERE ARE  
FIVE DIFFERENT AREAS INTO WHY  
WOMEN ENTER INTO HOMELESSNESS,  
AND I CALL THEM THE FIVE D'S.  
AND THEY ARE:  
DIVORCE, DISABILITY, DEATH,  
DOMESTIC VIOLENCE SITUATIONS,  
OR EXTREME DEBT.  
AND SO WHEN YOU ARE LOOKING AT  
THOSE AREAS AS IT PERTAINS TO A  
WOMAN COMING INTO HOMELESSNESS,  
WE HAVE TO RECOGNIZE HOW WE MAY  
NEED TO ADJUST THE SYSTEM TO  
ADDRESS, AS CHAQUITA SAID,  
THE TRAUMA THAT COMES WITH THAT.  
AND THEN ANOTHER POINT THAT  
I WOULD LIKE TO MAKE IN  
RELATION TO HOMELESSNESS,  
PEOPLE HAVE SPOKEN ABOUT  
AFFORDABLE HOUSING.  
AND WE ALL KNOW THAT  
HOMELESSNESS IS CAUSED BY  
HISTORICAL AND STRUCTURAL  
OPPRESSION OF BROWN  
AND BLACK PEOPLE.  
I THINK WE CAN ALL  
AGREE ON THAT TODAY.

HOWEVER, THERE'S A DIFFERENCE  
BETWEEN AFFORDABLE HOUSING  
AND DIGNIFIED HOUSING.  
SO WHEN WE'RE TALKING ABOUT  
HAVING MORE RESOURCES FOR  
AFFORDABLE HOUSING FOR  
PEOPLE TO GO INTO,  
MAKE SURE THAT THAT HOUSING  
IS ALSO DIGNIFIED AND PHYSICAL  
LOCATIONS THAT YOU AND I AND  
OTHERS ON THIS PANEL WOULD  
NOT MIND LIVING IN, RIGHT.  
I WAS AT AN EVENT THE OTHER DAY  
AND A GENTLEMAN SAID -- WHICH  
STRUCK ME -- THOSE OF US THAT  
ARE LIVING IN POVERTY ARE  
NOT A PART OF THE PROSPERITY.  
AND SO WHEN WE THINK ABOUT  
HOW WE ARE ADDRESSING SOCIAL  
SECURITY ACCESS AND WE'RE  
LOOKING AT RESOURCES AND WE'RE  
FINDING BEST WAYS TO COMMUNICATE  
WITH THE INDIVIDUALS THAT  
WE WORK WITH EVERY DAY,  
THINK ABOUT DIGNIFIED SERVICES  
FOR DIGNIFIED INDIVIDUALS.  
AND THAT'S ALL I WOULD  
LIKE TO SHARE.

>> HELLO.

IT'S PAT MALLEY.

>> CAN YOU HEAR ME?

HI, MY NAME IS PAT MALLEY.  
I'M THE SENIOR STAFF ATTORNEY AT  
THE HOMELESS ADVOCACY PROJECT,  
AND WE'RE IN PHILADELPHIA, PA.  
AND WE HAVE WORKED WITH FOLKS  
EXPERIENCING HOMELESSNESS IN  
PHILADELPHIA FOR OVER 30 YEARS.  
ONE OF THE CATEGORIES THAT  
I THINK IS OFTEN OVERLOOKED,  
AND I THINK SAM MIGHT HAVE  
MENTIONED THIS ALREADY,  
IS FOLKS THAT ARE DOUBLE DOCKED,  
FOLKS THAT ARE COUCH SURFING,  
FOLKS THAT ARE JUST PRETTY  
MUCH UNDER THE RADAR.  
AND WE ARE SEEING MORE  
AND MORE INDIVIDUALS  
THAT ARE KIND OF COMING AND  
GOING FROM THOSE SITUATIONS.  
SO I THINK IT'S ALWAYS  
REALLY IMPORTANT.  
SOMEBODY ASKED IN ONE OF  
THE CHAT QUESTIONS HOMELESS  
VERSUS UNSHELTERED VERSUS  
UNSTABLY HOUSED.  
THESE ARE WORDS THAT WE ALL USE.

BUT I THINK THAT WE DO KIND  
OF LOSE AWARENESS OF THESE  
FOLKS THAT ARE REALLY SO  
MUCH UNDER THE RADAR.  
AND AS WE MENTIONED BEFORE,  
NOT ACCESSING SSI BENEFITS.  
IF YOU'RE LIVING IN A HOUSE  
OF A FRIEND OR IF YOU'RE  
SHARING AN APARTMENT AND  
YOU CAN'T CONTRIBUTE,  
YOU'RE NOT GOING  
TO BE THERE LONG.  
YOU'RE GOING TO BE GOING  
FROM COUCH TO COUCH.  
IF YOU HAVE SSI,  
YOU'RE GOING TO BE ABLE TO  
CONTRIBUTE TO THE HOUSEHOLD.  
SO IT MAKES A HUGE,  
HUGE DIFFERENCE.  
I JUST WANTED TO ECHO ONE THING,  
THAT OTHER THING THAT CHAQUITA  
MENTIONED AS FAR AS FAMILIES  
EXPERIENCING HOMELESSNESS,  
AND I WANTED TO HIGHLIGHT THAT.  
HERE IN PHILADELPHIA THE RECENT  
STATISTICS THAT I'VE SEEN ARE  
OVER 50% OF THE FOLKS THAT ARE  
CLASSIFIED AS HOMELESS ARE WOMEN  
AND CHILDREN LIVING IN SHELTER.  
AND THESE ARE A LOT  
OF OUR CLIENTS.  
AND IT'S KIND OF REALLY  
IMPORTANT TO KEEP THOSE WOMEN,  
AND MANY OF WHOM HAVE  
EXPERIENCED EXTREME TRAUMA,  
AT THE FOREFRONT OF  
THE CONVERSATION.  
I JUST WANTED TO LASTLY MENTION  
THAT HERE AT HAP WE'VE BEEN --  
WE RUN A PROGRAM FOR FOLKS  
TO EXPEDITIOUSLY, RAPIDLY,  
AND EFFECTIVELY ACCESS SSI.  
IT'S CALLED THE SOAR PROJECT,  
I'M SURE MANY,  
IF NOT MOST OF THE FOLKS ON THE  
CALL ARE FAMILIAR WITH THAT.  
IT'S A NATIONAL PROGRAM  
IN ALL 50 STATES.  
AND WE SPECIFICALLY TARGET  
SOAR PROJECTS VERSUS  
SPECIFIC POPULATIONS.  
AND THAT WOULD INCLUDE  
RETURNING CITIZENS,  
AS MAYBE IT WAS DONALD  
THAT MENTIONED, OR SAM,  
YOUTH AGING OUT OF FOSTER CARE.  
A PARTICULARLY VULNERABLE MOMENT

IN THOSE YOUNG PERSONS' LIVES,  
JUST CRITICAL TO CAPTURE  
THOSE INDIVIDUALS AND TO MAKE  
SURE THAT THEY HAVE ACCESS  
QUICKLY AND EFFECTIVELY,  
OTHERWISE THEY'RE  
GOING TO BE LOST.  
SO WE DO FOCUS ON THOSE  
INDIVIDUALS, RETURNING CITIZENS,  
VETERANS, AND, OF COURSE,  
MANY OF OUR POPULATION HAS  
EXPERIENCED EXTREME BEHAVIORAL  
HEALTH CHALLENGES.  
SO JUST KIND OF KEEP ALL  
THOSE FOLKS AT THE FRONT  
OF THE CONVERSATION.  
THANK YOU FOR THIS OPPORTUNITY,  
EVERYONE, ON NDF AND SSA.  
>> I'D LIKE TO ADD JUST A  
COUPLE OF GENERAL COMMENTS.  
MY NAME IS SAM TEMBERIS,  
FROM THE PATHWAYS HOUSING  
FIRST INSTITUTE.  
I'M HONORED AND DELIGHTED  
TO BE WITH YOU ALL TODAY.  
I GUESS, JOY,  
IF I UNDERSTOOD YOUR  
FRAMING QUESTION WAS WHY  
DO WE HAVE HOMELESSNESS?  
AND WE'VE HEARD A GREAT DEAL  
ABOUT THE CHARACTERISTICS OF  
THE PEOPLE WHO ARE HOMELESS.  
BUT I GUESS I TOOK THAT QUESTION  
IN A DIFFERENT DIRECTION,  
BECAUSE I'VE BEEN DOING  
THIS FOR A VERY LONG TIME,  
LIKE MANY OF YOU, AND I'M OLD,  
SO I ACTUALLY REMEMBER THE  
UNITED STATES OF AMERICA  
BEFORE WE HAD HOMELESSNESS,  
WHICH WAS IN THE 1980S.  
YOU KNOW, HOMELESSNESS,  
THIS 40 YEARS OF HOMELESSNESS  
WE'RE BATTLING IS A DIRECT  
RESULT OF REAGAN ADMINISTRATION  
POLICIES THAT BASICALLY CUT  
THE FUNDING FOR PUBLIC HOUSING.  
WE USED TO BUILD 350,000  
UNITS OF PUBLIC HOUSING  
IN THIS COUNTRY RIGHT  
UP UNTIL THAT TIME,  
AND THEN THAT NUMBER HAS  
BEEN REDUCED TO ABOUT  
TWO OR THREE THOUSAND.  
SO IS THERE A HOUSING  
AFFORDABILITY SHORTAGE?  
OF COURSE, BECAUSE 350,000

UNITS A YEAR TIMES 40 YEARS,  
WE'RE MISSING MILLIONS  
AND MILLIONS OF PUBLIC  
HOUSING UNITS.  
WE MOVED AWAY FROM THAT,  
AND NO ADMINISTRATION SINCE  
THE REAGAN ADMINISTRATION  
TALKS ABOUT BUILDING  
PUBLIC HOUSING AGAIN.  
THE OTHER THING ABOUT IT  
IS THAT THE POVERTY THAT  
DONALD REFERRED TO AND THE  
HOMELESSNESS IS NOT EVENLY  
DISTRIBUTED ACROSS THE COUNTRY.  
IF YOU LOOK AT, YOU KNOW,  
I OFTEN LOOK AT THE NATIONAL  
ALLIANCE ON HOMELESSNESS WEBSITE  
AND THERE'S A GREAT MAP THERE  
THAT SHOWS THE DISTRIBUTION  
OF HOMELESSNESS,  
AND YOU SEE THAT THE GREATEST  
NUMBERS ARE IN THE MOST  
PROSPEROUS CITIES, YOU KNOW,  
FROM WASHINGTON, PORTLAND,  
CALIFORNIA, MASSACHUSETTS,  
NEW YORK, YOU KNOW,  
DOWN TO FLORIDA,  
THE CITIES THAT HAVE THE MOST  
PROSPERITY AND GENTRIFICATION  
GOING ON ALSO HAVE THE  
MOST HOMELESSNESS.  
IT'S A DIRECT CORRELATION.  
THE RENT PRICES ARE  
UNCONTROLLED AND GOING UP.  
PEOPLE'S WAGES AREN'T  
INCREASING AT THE SAME RATE.  
AND, YOU KNOW,  
THERE'S A HUGE GAP THERE.  
EVEN WITH SSI,  
THERE'S ONLY THE MIDDLE STATES  
WOULD ALLOW SOMEONE WITH SSI  
TO ACTUALLY HAVE ENOUGH  
MONEY TO PAY THE RENT.  
IN MOST STATES,  
YOU NEED SOME KIND OF RENT  
SUBSIDY IN ADDITION TO YOUR SSI,  
AND 30% OF THE SSI  
GOES TO THE RENT.  
YOU KNOW,  
SSI IS FOR OTHER COSTS,  
BUT IT WON'T COVER,  
YOU KNOW, RENT.  
SO, YOU KNOW,  
I GUESS I SEE THE  
STRUCTURAL FACTORS REALLY  
CREATING HOMELESSNESS,  
THE INFLOW INTO POVERTY

AND HOMELESSNESS.  
AND AS EVERYONE ELSE HAS SAID,  
THE NUMBERS WE'RE QUOTING,  
THE 580,000, ARE A FRACTION  
OF THE ACTUAL NUMBER OF  
PEOPLE WHO ARE HOMELESS,  
YOU KNOW, THE MANY THAT  
DON'T GET COUNTED UNDER  
HUD DEFINITION,  
AND A VERY LARGE GROUP  
OF PEOPLE WHO ARE AT  
RISK FOR HOMELESSNESS.  
SO WE HAVE HUGE STRUCTURAL  
INCOME INEQUITY,  
RACIAL INEQUITY ISSUES THAT ARE  
PART AND PARCEL OF THIS PROBLEM.  
>> THANKS, EVERYONE,  
FOR STARTING US OFF ON  
THAT -- A GOOD FOOT.  
I FEEL LIKE WE'RE A LITTLE  
REMISS IN NOT MORE THOROUGHLY  
ACKNOWLEDGING THE MOMENT.  
WE JUST, I GUESS WE'RE  
STILL IN THE PANDEMIC  
-- OR NO, I GUESS THE PRESIDENT  
SAID THIS WEEK IT WAS OVER.  
BUT WE'VE BEEN THROUGH A  
VERY MOMENTOUS EVENT IN  
THE HISTORY OF OUR COUNTRY  
WITH THE COVID-19 PANDEMIC.  
IT INTERRUPTED LIFE IN A  
SIGNIFICANT NUMBER OF WAYS,  
BUT IT ALSO IMPACTED AREAS OF  
LIFE, INCLUDING HOMELESSNESS,  
AND I THOUGHT MAYBE WE  
SHOULD PROBABLY FOCUS  
ON THAT A LITTLE BIT.  
HOW HAVE THINGS CHANGED?  
IF YOU ARE WORKING WITH CLIENTS,  
WITH THE CLIENTS  
YOU'RE WORKING WITH,  
OR IF YOU ARE THINKING  
OF THIS FROM A NATIONAL  
LEVEL PERSPECTIVE,  
HOW HAS THE PANDEMIC  
CHANGED CIRCUMSTANCES,  
BOTH FOR THE GOOD,  
MAYBE WITH NEW RELIEF RESOURCES,  
BUT ALSO SOME OF THE OTHER  
THINGS THAT WE KIND OF  
STARTED TOUCHING ON,  
LIKE INCREASES IN RENT,  
ET CETERA.  
SO I'M JUST GOING TO OPEN  
THE FLOOR TO THAT QUESTION.  
>> JOY, I COULD JUMP IN ON THAT.  
I THINK IT'S KIND OF A

MIXED BAG, IF YOU WILL.  
OBVIOUSLY COVID-19 ITSELF  
WAS NOT A MIXED BAG.  
MANY PEOPLE LOST THEIR LIVES  
AND DISPROPORTIONATELY PEOPLE  
AT THE LOWER END OF THE  
ECONOMIC LADDER AND PEOPLE  
OF COLOR WERE AFFECTED.  
AND SOME OF THE STRUCTURAL  
ISSUES THAT WE'VE BEEN  
TALKING ABOUT WERE THE  
UNDERLYING CAUSES OF THAT.  
WHAT WE DID SEE FROM A  
POSITIVE STANDPOINT, THOUGH,  
WAS WE OFTEN HEAR THAT YOU  
JUST CAN'T PUT MONEY INTO  
THIS ISSUE TO ADDRESS IT.  
NOW, WHEN WE SAW ERAP FUNDS  
AND THE COVID RELIEF FUNDS  
GO OUT INTO COMMUNITIES,  
WE SAW SOME AMAZING,  
INNOVATIVE APPROACHES THAT  
TOOK PEOPLE OFF THE STREET.  
MOVING PEOPLE INTO HOTELS  
FROM CONGREGATE SPACES REALLY  
HAD A NUMBER OF BENEFITS,  
INCLUDING GETTING PEOPLE  
CONNECTED TO SSI AND SSDI AND  
OTHER KINDS OF RESOURCES.  
WE ALSO SAW THAT COMMUNITIES  
EVEN BOUGHT SOME OF  
THOSE HOTELS.  
SO THE IDEA OF NON-CONGREGATE  
SHELTER WAS REALLY  
EMPHASIZED AND UTILIZED  
BY MANY COMMUNITIES.  
WE ALSO SAW THE EFFECTS OF THE  
ECONOMIC IMPACT OF COVID ON THIS  
POPULATION IN DRAMATIC WAYS.  
WE THOUGHT WE'D SEE A  
TSUNAMI OF EVICTIONS.  
WE HAVEN'T SEEN THAT,  
BUT WE'VE SEEN A STEADY DRIP.  
AND, YOU KNOW,  
JUST A COUPLE OF WEEKS AGO  
THE CDC ANNOUNCED THAT THERE'S  
A POTENTIAL OF 3.8 MILLION  
PEOPLE BEING EVICTED OVER  
THE NEXT TWO MONTHS.  
SO THE EVICTION PROTECTIONS,  
THE EMERGENCY HOUSING  
VOUCHERS THAT CAME OUT OF  
THE COVID RELIEF DOLLARS  
BY THE ADMINISTRATION,  
WERE REALLY EFFECTIVE IN  
COMMUNITIES DURING THAT TIME.  
NOW, THOSE DOLLARS ARE

DRYING UP NOW AND WE'RE SEEING  
PEOPLE RETURNING TO THE STREETS.  
BUT WE HAVE A BLUEPRINT FOR  
SOME OF THE THINGS THAT  
WE CAN DO TO EFFECTIVELY  
ADDRESS THIS POPULATION NOW.  
THE HOPE IS THAT THOSE THAT  
ARE IN POWER AND OUR ELECTED  
OFFICIALS WILL ACTUALLY UTILIZE  
SOME OF THOSE LESSONS LEARNED.  
BUT IT DID HAVE A  
DRAMATIC IMPACT.  
YOUR SERVICE WORKERS,  
YOUR PEOPLE WORKING IN  
THE SERVICE INDUSTRY,  
A LOT OF THEM ARE THE SAME  
PEOPLE WE'RE TALKING ABOUT.  
THEY LIVE ON THE MARGINS  
OR THEY'VE ACTUALLY  
BECOME HOMELESS,  
AND SOME OF THE JOBS THAT  
THEY WERE IN ARE LOST FOREVER.  
AND SO WE HAVE SEEN ALL OF THOSE  
THINGS HAVE A DRAMATIC IMPACT  
ON PEOPLE THAT ARE HOMELESS.  
SO I HOPE THAT WE AS A  
COMMUNITY, A COUNTRY,  
AS AN INDUSTRY,  
TAKE THOSE LESSONS  
THAT WERE POSITIVE.  
WE WILL STOP PUTTING PEOPLE  
IN CONGREGATE SHELTERS SO  
THAT THEY HAVE THE ABILITY  
TO BE MORE HEALTHY,  
AND WE'LL UTILIZE SOME OF  
THOSE FACILITIES INSTEAD OF  
HOUSING PEOPLE IN WAREHOUSES.  
>> [ INAUDIBLE ]  
>> OKAY.  
WHO'S FIRST.  
>> I'LL GO.  
JOY, IS THAT OKAY?  
>> SURE.  
>> FROM N STREET,  
FROM MY PERSPECTIVE OF  
WORKING WITH THE LADIES THAT  
I SERVE HERE, OF COURSE,  
THE PANDEMIC HIT US PRETTY HARD.  
WE HAD TO CLOSE OUR DOORS.  
WE'RE NORMALLY OPEN  
365 DAYS A YEAR.  
AND TO NOT HAVE LIFE IN THE  
BUILDING HURT EVERYBODY FROM  
THE BOTTOM TO THE TOP, YOU KNOW.  
OUR LADIES WERE  
DEFINITELY AFFECTED.  
THEY BECAME RECLUSIVE.

I KNOW FROM SOCIAL  
SECURITY BENEFITS,  
THE ENROLLMENT DECREASED.  
IF I HAD TO THINK  
OF ANY POSITIVES,  
IT WOULD BE IT  
MADE US SLOW DOWN,  
IT MADE US THINK  
ABOUT SOME THINGS,  
MAKE US REFLECT ON SOME  
THINGS THAT WE NORMALLY  
WOULD TAKE FOR GRANTED.  
OUR LADIES WERE ABLE TO JUST  
KIND OF REFLECT AND REALIZE  
THE IMPORTANT THINGS,  
THE SMALL THINGS THAT WE HAVE.  
SO THAT WAS THE  
TAKEAWAY FROM IT.  
BUT OUR LADIES ARE JUST LIKE US  
THAT KNOW HOW TO RESPOND TO IT.  
AND I THINK SOMETIMES PEOPLE  
FORGOT THAT OUR LADIES WERE  
GOING THROUGH THE PANDEMIC, TOO.  
SO THEY EXPECTED THEM  
TO KIND OF DO STUFF,  
TO MEET WITH THEIR CASE MANAGER,  
WHICH IS SOMETHING THEY  
DID UP UNTIL THE PANDEMIC.  
THEY EXPECTED THEM TO MAKE  
THEIR DOCTOR'S APPOINTMENT.  
THEY EXPECTED THEM TO  
KIND OF KEEP GOING.  
AND I WAS JUST LIKE, WELL,  
ALL THE REST OF US ARE  
STRUGGLING, WHY CAN'T THEY,  
YOU KNOW.  
SO IT MADE ME AND SOME OF MY  
COLLEAGUES A LITTLE MORE  
UNDERSTANDING AS TO WHY THE  
LADIES WOULDN'T COME OUT  
OF THEIR APARTMENTS,  
DIDN'T WANT TO BE  
INVOLVED IN ANYTHING.  
EVEN TO MYSELF,  
MY OWN FRUSTRATION.  
I'M SETTING ALL THESE EVENTS,  
TRYING TO SET UP STATES FOR  
LADIES TO COME OUT TO KIND  
OF REJOIN THE COMMUNITY,  
AND LIKE NO ONE'S COMING.  
BUT I HAD TO STOP TO  
UNDERSTAND WHY THEY WERE NOT.  
THEY'RE TRYING TO -- WITH  
ALL THE THINGS THEY HAVE  
GOING ON IN THEIR LIVES,  
EVEN THOUGH THE WOMEN IN THIS  
PARTICULAR BUILDING ARE HOUSED,

THEY STILL HAVE REMNANTS  
OF BEING HOMELESS,  
AND SOME OF THAT BEHAVIOR  
IS STILL THERE.  
AND I HAD TO STEP BACK AND  
KIND OF UNDERSTAND WHERE  
THEY WERE COMING FROM.  
BUT IT'S BEEN HARD.  
THE PANDEMIC DID NOT FARE WELL.  
A LOT OF LADIES WERE  
EXPECTED TO COME HERE.  
THIS WAS THEIR LIVELIHOOD.  
WE HAVE THE BETHANY WOMEN'S  
CENTER DOWNSTAIRS,  
WHICH HAS BEEN CLOSED  
THE ENTIRE PANDEMIC.  
AND SOME WOMEN,  
HOWEVER HOMELESS,  
CAME HERE EVERY DAY  
BECAUSE IT WAS PART OF  
THEIR EVERYDAY LIVES,  
AND WE HAD TO CLOSE OUR DOORS,  
AND THAT HURT.  
AND SOMETIMES THE WOMEN WOULD  
COME AND SIT IN THE COURTYARD  
BECAUSE THIS IS ALL THEY KNEW.  
BECAUSE, YOU KNOW,  
N STREET HAS BEEN  
VERY WELCOMING.  
WE OPEN OUR DOORS TO ANY WOMAN.  
YOU CAN COME UP OFF A PLANE  
AND KNOCK ON THE DOOR AND  
WE WILL OPEN IT, YOU KNOW.  
SO THESE WERE PEOPLE'S  
LIVELIHOODS THAT WERE AFFECTED,  
AND THERE WAS NOTHING WE  
COULD DO ABOUT IT, YOU KNOW.  
SO I SAY THAT TO SAY, YOU KNOW,  
WE'VE JUST GOT TO TAKE  
IT ONE DAY AT A TIME.  
AND LUCKILY OUR WOMEN,  
THEY ARE STRONG,  
AND ONCE WE OPEN OUR DOORS  
FULLY THEY'RE GOING TO  
ALL PROBABLY FLOOD BACK.  
THE PANDEMIC DEFINITELY  
OPENED OUR EYES TO SOME THINGS.  
>> YEAH, I'M GETTING SOME  
QUESTIONS FROM THE AUDIENCE.  
PLEASE KEEP THEM COMING.  
I KNOW WE WANT TO GET INTO  
SOME SSA SPECIFIC TOPICS,  
WHICH WE ARE DEFINITELY  
GOING TO DO.  
WE HAD A LITTLE BIT OF TIME,  
SO I DID WANT TO GO OVER SOME  
OF THE BASICS OF HOMELESSNESS.

I'LL RAISE ONE PARTICULARLY  
RELEVANT ISSUE RELATED  
TO THE PANDEMIC.  
I NOTICED THAT IN OUR  
CONVERSATIONS WITH COC'S,  
OR CONTINUUMS OF CARE,  
WHO LEAD UP EFFORTS TO  
PROVIDE HOMELESS SERVICES,  
THAT THEY WERE PROVIDING --  
REACHING MORE PEOPLE  
WHO WERE UNSHELTERED,  
MORE PEOPLE WHO HAD GREATER  
NEEDS DURING THE PANDEMIC.  
THE HUD RELEASED A REPORT LAST  
WEEK THAT INDICATED THAT A  
GREATER SHARE OF THE PEOPLE  
SERVED IN 2020 WERE PEOPLE  
WITH DISABILITIES.  
SO OUR SYSTEMS WERE  
REACHING APPARENTLY A  
GREATER SHARE OF THAT GROUP.  
I GUESS I JUST WANT TO INTRODUCE  
THAT INTO THE CONVERSATION  
AND GRAPPLE WITH THAT,  
AND MAYBE IF YOU ALL HAVE  
INSIGHT ON THE PANDEMIC I GUESS  
CONNECTING MORE SYSTEMS WITH  
PEOPLE WITH DISABILITIES,  
HOW EFFECTIVE IS THAT?  
HOW EFFECTIVE HAS THAT BEEN?  
WHAT HAVE BEEN SOME OF THE  
CHALLENGES AND HOW CAN WE  
SEE THAT CONTINUE AS WE ENTER  
THIS KIND OF HAZY PERIOD OUT  
OF A FULL-FLEDGED PANDEMIC  
WHERE WE'RE STILL DEALING  
WITH THE HEALTH CRISIS.  
OR ANYTHING ELSE THAT YOU WANT  
TO SAY ABOUT SERVING PEOPLE WITH  
DISABILITIES DURING THIS TIME.  
>> THIS IS PAT AT  
HAP IN PHILADELPHIA.  
ONE OF THE HUGE CHALLENGES THAT  
WE EXPERIENCED OVER THE PANDEMIC  
FOR OUR SSI CLIENTS WHO WERE  
EXPERIENCING MENTAL HEALTH  
CHALLENGES IS THEIR LACK OF  
ACCESS TO PSYCHIATRIC SERVICES,  
OR THE FACT THAT THEY  
WERE SUDDENLY SWITCHED  
TO TELEHEALTH SERVICES,  
AND THAT IS STILL  
SORT OF PANNING OUT.  
SO I THINK THAT IT'S  
BEEN DIFFICULT TO OBTAIN  
MENTAL HEALTH RECORDS  
FOR THOSE INDIVIDUALS.

AND JUST REALLY FROM A  
CRITICAL CARE STANDPOINT,  
DIFFICULT FOR THEM TO GET  
BASIC MENTAL HEALTH NEEDS  
MET OVER THE PHONE.  
SO THAT'S BEEN A REALLY  
PARTICULAR CHALLENGE THAT  
I KNOW SOCIAL SECURITY HAS  
BEEN DEALING WITH, AS WELL.  
THE OTHER THING THAT I DID WANT  
TO MENTION AS FAR AS ACCESSING  
BENEFITS IS OVER THE PANDEMIC,  
FOLKS WERE CONTACTING SOCIAL  
SECURITY OVER THE PHONE,  
AND THAT WALK-IN  
NUMBERS WERE CREATED,  
ALL THE FIELD OFFICES HAD  
FOLKS TRANSFERRED TO BE  
ANSWERING THE PHONE,  
AND THAT WORKED TO SOME EXTENT.  
NOW WE'RE SORT OF IN THAT,  
AS WAS MENTIONED,  
IN BETWEEN PERIOD WHERE  
WE'RE BACK TO FIELD OFFICES  
BEING OPEN AND FOLKS ARE  
WALKING INTO THE OFFICES.  
BUT I THINK WE'RE HAVING  
SOMEWHAT OF A CRITICAL SITUATION  
RIGHT NOW IN THAT PEOPLE CANNOT  
REACH FOLKS ON THE PHONE.  
AND I KNOW IT'S A STAFFING  
AND A FUNDING ISSUE.  
BUT I THINK THAT'S  
A REALLY -- TO ME,  
THAT IS SOME ISSUE THAT NEEDS TO  
BE IN THE FOREFRONT OF ACCESSING  
BENEFITS FOR OUR CLIENTS,  
PARTICULARLY CLIENTS WHO ARE  
STRUGGLING WITH COMMUNICATION  
AND MENTAL HEALTH CHALLENGES.  
THEY NEED TO BE ABLE TO WALK  
IN AND GET AN APPOINTMENT,  
DO AN APPLICATION,  
DEAL WITH AN EFFECTUATION,  
OR CDR ISSUE, WHATEVER IT IS,  
BUT THEY ALSO NEED TO BE ABLE  
TO REACH SOMEBODY ON THE PHONE.  
AND I JUST READ A STATISTIC  
YESTERDAY THAT THE 800 NUMBER  
HAS A 31-MINUTE AVERAGE  
HOLD TIME RIGHT NOW,  
THE SOCIAL SECURITY 800 NUMBER.  
THAT'S TOO LONG FOR  
PEOPLE TO WAIT.  
AND IN MY EXPERIENCE RECENTLY  
THE FIELD OFFICE NUMBERS,  
YOU KNOW, HAVE BEEN,

THE TELEPHONE WAIT PERIOD  
TIMES HAVE BEEN EVEN LONGER.  
SO I THINK WE JUST HAVE TO  
REALLY -- HOW ARE PEOPLE  
ACCESSING SOCIAL SECURITY  
AND CAN THEY REACH A CLAIMS  
REPRESENTATIVE AND GET THEIR  
APPLICATION PROCESSED QUICKLY,  
AND CAN THEY GET  
THEIR PAYMENT ISSUES,  
WHATEVER ISSUES THEY'RE  
DEALING WITH, ADDRESSED.  
AND ONE OF THE THINGS  
THAT I WANTED TO POINT  
OUT THAT'S REALLY,  
REALLY SUCCESSFUL ABOUT THE  
SOAR PROCESS IS THAT THERE'S  
A DESIGNATED CLAIMS  
REPRESENTATIVE, ONE PERSON,  
WHO YOU CAN DEAL WITH.  
IF YOU HAVE AN ISSUE  
AND YOU CALL IN,  
YOU CAN CALL THAT PERSON  
AGAIN AND THAT PERSON WILL  
ADDRESS THE ISSUE.  
SO I'VE BEEN KIND OF PUSHING FOR  
SOMEBODY AT SOCIAL SECURITY WHO  
MIGHT BE A PARTICULAR PERSON WHO  
COULD BE THE NAVIGATOR OR THE  
LIAISON WITH REGARD TO FOLKS WHO  
ARE EXPERIENCING HOMELESSNESS.  
SO IT'S A LOT OF STUFF,  
BUT THOSE ARE SOME OF THE THINGS  
THAT WE'VE EXPERIENCED AND SOME  
OF THE CHALLENGES THAT I THINK  
PARTICULARLY UNREPRESENTED  
PEOPLE THAT DON'T HAVE ADVOCATES  
ARE EXPERIENCING RIGHT NOW.  
THANKS.  
>> AND I WOULD LIKE  
TO ADD TO THAT, JOY,  
I THINK AS WE'RE TALKING ABOUT  
MORE PERSONS WITH DISABILITIES  
BEING AIDED DURING THE PANDEMIC  
AND THE RESPONSE THAT,  
OR THE OUTCOME THAT WE  
SAW OF THE PANDEMIC,  
I THINK IF WE LOOK  
AT DISABILITIES,  
WE NEED TO PLACE THOSE IN TWO --  
FOR ME, IN WORKING AT N STREET,  
IN TWO BUCKETS: SOMATIC,  
OR PHYSICAL DISABILITIES;  
AND MENTAL HEALTH DISABILITIES.  
WORKING WITH OUR GOVERNMENT  
PARTNERS HERE IN D.C.,  
THE RAPID RESPONSE AT THE

BEGINNING OF THE PANDEMIC TO BE  
ABLE TO ADDRESS THOSE THAT WERE  
LIVING IN OUR SHELTERS WHO HAD  
SERIOUS MEDICAL CONDITIONS,  
THAT IF THEY CAUGHT COVID,  
COULD BE A DEATH  
SENTENCE FOR THEM.  
WE IMMEDIATELY MOVED THEM  
OUT OF THOSE SHELTERS,  
TO DONALD'S POINT OF PLACING  
THEM IN HOTELS AND WORKING  
WITH MEDICAL HEALTH CARE  
PROFESSIONALS TO BE ABLE  
TO ADDRESS THOSE NEEDS,  
MAKE SURE THEY WERE  
PROPERLY OBSERVED.  
AND SO THOSE INDIVIDUALS WERE  
ABLE TO RECEIVE INDIVIDUALIZED  
CASE MANAGEMENT THAT THEY MAY  
NOT HAVE BEEN ABLE TO RECEIVE IN  
VERY LARGE CONGREGATE SETTINGS,  
THAT ALLOWED THE CASE MANAGERS  
TO IDENTIFY THE SPECIFIC NEEDS  
AND MAKE THE CONNECTIONS  
ON THEIR BEHALF.  
SO THAT WAS GOOD.  
AND I THINK THAT THAT'S WHERE  
WE MAY HAVE SEEN THE INCREASE.  
BUT ON THE OTHER END OF THAT,  
WHEN WE CLOSED OUR,  
WE DIDN'T CLOSE COMPLETELY.  
WE DID NOT CLOSE N STREET  
VILLAGE COMPLETELY.  
WE DIDN'T EVEN CLOSE OUR DAY  
PROGRAM UNTIL APRIL 2020.  
WE KEPT EVERYTHING OPEN.  
AND WE REORGANIZED  
HOW OUR STAFF WORKS,  
SO THEY COULD WORK  
SAFELY IN PODS.  
BUT WHAT WE RECOGNIZED WAS  
THAT WE PLACE WOMEN IN  
ISOLATION IN AN EFFORT TO  
KEEP THE COMMUNITY SAFE.  
AND WHEN WE DID THAT,  
WHAT WE SAW WAS AN INCREASE IN  
SOME OF THE REASONS THAT WOMEN  
ENTERED INTO HOMELESSNESS.  
SO INCREASED SUBSTANCE USE  
BECAUSE THEY LOST THEIR JOB  
BECAUSE THE WORLD SHUT DOWN.  
AND SO THEIR ABILITY TO FUNCTION  
AND TAKE CARE OF THEMSELVES,  
WAS THROUGH SUBSTANCES,  
ALCOHOL OR DRUGS.  
BECAUSE WE PLACED THEM  
IN THAT ISOLATION.

AND I THINK THE ASSUMPTION  
THAT WAS MADE ON BEHALF OF  
MANY OF US AS THE COUNTRY  
PIVOTED TO VIRTUAL PLATFORMS  
WAS THAT EVERYBODY HAD  
ACCESS TO TECHNOLOGY,  
EVERYBODY WOULD BE ABLE TO  
PIVOT TO VIRTUAL PLATFORMS.  
SO THE TELE CASE MANAGEMENT  
MEETINGS THAT HAPPENED OR  
THE TELE DOCTOR APPOINTMENTS  
THAT WERE HAPPENING,  
ALL OF OUR WOMEN COULD NOT  
PARTICIPATE FULLY IN THAT.  
AND SO ONE THING THAT  
I THINK THAT CAME,  
THAT WAS A BENEFIT OF THE  
PANDEMIC IS THAT IT ALLOWED  
PROVIDERS SUCH AS OURSELVES,  
TO TAKE STOCK IN HOW WE  
WERE CURRENTLY OPERATING.  
AND WE WERE ABLE TO PIVOT  
IN WAYS THAT ADDRESSED THE  
GREATER NEEDS OF THE WOMEN.  
SO WE DID A TECHNOLOGY  
ASSESSMENT OF OUR ORGANIZATION  
TO FIGURE OUT WHERE IN OUR  
PROGRAMS WE NEEDED TO STRENGTHEN  
OUR WIFI CAPABILITIES OR PUT  
WIFI IN OR COMPUTER LABS,  
SO WOMEN COULD HAVE  
ACCESS TO THOSE SERVICES.  
SO THEY COULD KEEP  
THOSE APPOINTMENTS.  
AND SO WE CREATED A TELE  
CASE MANAGEMENT APP.  
AND SO I THINK WHEN WE TALK  
ABOUT ACCESS AND RESOURCES,  
AGAIN, THERE WERE A LOT OF  
ASSUMPTIONS THAT WERE MADE.  
AND THEN WE AS THE PROVIDERS,  
HAVE TO BE ABLE TO ADVOCATE  
ON BEHALF OF OUR CLIENTS AND  
THE INDIVIDUALS THAT WE SEE.  
>> JOY, I WOULD LIKE TO  
WEIGH IN A LITTLE BIT AS WELL.  
>> OKAY.  
>> I DON'T KNOW WHY WE ARE  
HAVING BACKGROUND NOISE THERE.  
>> SORRY.  
SO GO AHEAD.  
>> SO A COUPLE OF THINGS,  
I WOULD JUST TO PIGGYBACK  
ON WHAT KENYATTA SAID.  
I THINK EVERYTHING WAS REALLY  
IMPORTANT AND BRILLIANT  
IN WHAT SHE JUST SAID.

SO IN, SO I HAD THE  
UNIQUE EXPERIENCE OF,  
I HAVE A -- I DO SOME  
TECHNICAL ASSISTANCE AS WELL,  
AND I DID TECHNICAL  
ASSISTANCE WITH A COMMUNITY  
AND I HELPED THAT COMMUNITY  
OPEN AN OUTREACH PROGRAM.  
JEFF AND I ACTUALLY PARTNERED  
ON COFOUNDING RACIAL EQUITY  
PARTNERS, JEFF OLIVET.  
SO MY TEAM QUIT AT THE BEGINNING  
OF COVID, MY ENTIRE TEAM QUIT.  
SO AFTER, YOU KNOW,  
I STARTED MY CAREER AS  
AN OUTREACH WORKER.  
I HAD TO ACTUALLY DO OUTREACH.  
I ACTUALLY PUT ABOUT 200  
INDIVIDUALS INTO A HOTEL IN  
A COMMUNITY OUTSIDE OF D.C.  
AND WHAT I FOUND IS THAT PEOPLE  
WERE MORE WILLING TO GO INSIDE.  
SO WE HAVE SOME PROBLEMS  
IN OUR SHELTER SYSTEM.  
THERE ARE SOME BARRIERS  
THAT PREVENT PEOPLE  
FROM GOING INSIDE,  
BUT PEOPLE WERE VERY OPEN TO  
GOING INTO THAT HOTEL SETTING.  
AND WHAT WE FOUND IN  
THE HOTEL SETTING,  
SAM TSEMBERIS IS KIND OF  
THE FATHER OF PERMANENT  
SUPPORTIVE HOUSING.  
AND ONE OF THE REASONS  
THAT WORKS,  
IS THAT WE BRING THE RESOURCES  
TO THAT PERSON INSTEAD OF  
MAKING THEM GO OUT TO  
FIND THOSE RESOURCES.  
SO WHETHER IT IS SUBSTANCE  
ABUSE SERVICES OR MENTAL  
HEALTH SERVICES,  
WE BRING THEM TO THE INDIVIDUAL,  
THOSE SUPPORTIVE SERVICES.  
SO ONE OF THE,  
THE THINGS THAT HAPPENED  
IN THOSE HOTEL SETTINGS,  
IS WE WERE ABLE TO BRING  
IN CASE MANAGEMENT.  
AND WE WERE ABLE TO BRING  
IN MEDICAL AND MENTAL HEALTH  
SERVICES AND BEHAVIORAL  
HEALTH SERVICES TO PEOPLE  
IN THOSE HOTELS,  
SO THAT THE SYSTEM MOVED A LOT  
MORE QUICKLY IN THOSE SETTINGS.

AND ONE OF THE THINGS THAT,  
THAT WE COULD DO TO  
REALLY IMPROVE,  
ONE OF THE CHALLENGES  
DURING THAT TIME WAS MOST  
OF THE FEDERAL OFFICES WHERE  
YOU HAVE TO GET YOUR ID,  
WHERE YOU HAVE TO BUILD THAT  
DOCUMENT, DETECTIVE WORK,  
IN ORDER TO GET SOMEBODY  
CONNECTED WITH SSI  
OR OTHER SERVICES,  
WAS REALLY HARD BECAUSE MOST  
OF THOSE OFFICES WERE CLOSED.  
SO WE, WE WORKED WITH THE  
COUNTY DEPARTMENT OF,  
OF MOTOR VEHICLES TO BRING  
A PERSON INTO THAT SETTING,  
TO HELP PEOPLE BE ABLE TO  
GET REGISTERED ON-SITE.  
AND SO THAT IS ONE OF THE  
THINGS THAT I THINK IS A  
SOLUTION FOR, FOR SSA,  
IS BRINGING PEOPLE ON-SITE IN  
SHELTERS, IN SOUP KITCHENS,  
IN LIBRARIES,  
PLACES WHERE PEOPLE EXPERIENCING  
HOMELESSNESS ARE AT.  
BECAUSE KENYATTA'S POINT  
ABOUT TECHNOLOGY WAS  
EXACERBATED DURING COVID.  
SO WE DIDN'T HAVE THOSE PLACES  
OPEN, LIBRARIES WERE CLOSED,  
SOUP KITCHENS WERE CLOSED.  
PEOPLE RELIED ON  
THEIR CELL PHONES.  
AND YOU CAN'T FILL OUT AN  
APPLICATION ON YOUR CELL PHONE.  
AND YOU KNOW AS WE HEARD BEFORE,  
MANY TIMES THOSE CALLS  
WENT UNANSWERED.  
SO WHY NOT BRING THOSE RESOURCES  
IN TO THE FACILITIES VERSUS  
PEOPLE GOING TO AN OFFICE  
OR EVEN MAKING A CALL.  
IT WORKS SO WELL IN OTHER  
PARTS OF THE SYSTEM,  
I THINK IT WOULD  
REALLY BE A BENEFIT.  
WE KNOW THAT THE WORKFORCE  
IS A CHALLENGE.  
PEOPLE QUIT DURING THE  
PANDEMIC IN OUR SHELTERS.  
THEY QUIT IN OTHER  
PARTS OF THE SYSTEM.  
BUT IF WE HAD THOSE WORKERS  
ACTUALLY DOING MORE OUTREACH,

MAYBE HAVING A MENTOR  
PROGRAM TO HELP PEOPLE,  
WE NEED ABSOLUTELY  
MORE SOAR'S PERSONNEL.  
SOAR WORKS REALLY WELL.  
I HAVE SEEN IT HAPPEN  
IN TWO MONTHS.  
BUT WE DON'T HAVE ENOUGH.  
IT IS, IT IS A LABOR  
INTENSIVE PROCESS OF BUILDING  
THOSE CASE STUDIES,  
IT'S NOT EASY.  
AND SO WE NEED TO DRAMATICALLY  
INCREASE THE NUMBER OF  
INDIVIDUALS THAT ARE AVAILABLE  
TO PEOPLE AND WE NEED TO  
BRING THOSE RESOURCES TO THE  
PEOPLE VERSUS THE PEOPLE  
GOING TO THE RESOURCES.  
>> I JUST --  
>> I JUST --  
>> IF I COULD DO A QUICK  
FOLLOW-UP QUESTION.  
SO WHEN THERE WERE MORE PEOPLE  
AND SOME OF THE MOST VULNERABLE  
PEOPLE STAYING IN HOTELS  
AND MOTELS AND THAT PART  
OF PANDEMIC RESPONSE,  
WAS IT EASIER TO CONNECT PEOPLE  
WITH BENEFITS THAT THEY COULD,  
BENEFITS THAT WOULD BE  
USEFUL TO THEM, LIKE SSI?  
AND DO YOU THINK THAT NOW THAT  
WE ARE NOT IN THOSE EMERGENCY  
CIRCUMSTANCES ANYMORE,  
THAT THE THINGS THAT YOU  
DESCRIBED, DONALD,  
ARE ENOUGH TO FILL IN THE  
BLANKS OF NOT BEING ABLE TO SO  
READILY ACCEPT, ACCESS PEOPLE,  
BECAUSE WE PLACED  
THEM SOMEPLACE?  
>> WELL, YOU KNOW,  
I STARTED THIS WORK AS AN  
OUTREACH WORKER, AND, YOU KNOW,  
OUTREACH WORK IS NOT AN  
EXACT SCIENCE IF YOU WILL.  
SO SOMETIMES YOU CAN FIND A  
PERSON, AND SOMETIMES YOU CAN'T.  
AND I'LL GO BACK TO THE  
CRIMINALIZATION WHERE PEOPLE  
ARE BEING MOVED AROUND  
FROM PLACE TO PLACE,  
WHICH MAKES THAT A  
LOT HARDER TO DO.  
CERTAINLY, THAT WAS A LOT  
EASIER TO DO WHEN YOU HAD

200 PEOPLE IN THE SAME SPACE.  
SO THE ABILITY TO  
CONNECT WITH THE PERSON,  
FIND THE PERSON WAS  
GREATLY ENHANCED.  
BUT WE KNOW THAT  
THERE ARE PLACES IN,  
IN THE COMMUNITY WHERE  
PEOPLE FREQUENT ALL THE TIME.  
WHETHER THEY ARE  
UNSHELTERED OR SHELTERED,  
THEY STILL GO TO SOUP KITCHENS,  
THEY STILL GO TO  
LIBRARIES DURING THE DAY.  
LIBRARIES ARE THE DE FACTO  
HOMELESS SHELTER IN  
MANY COMMUNITIES.  
AND SO IF WE,  
WE HAVE SOME MOBILE UNITS,  
WHETHER IT IS A VAN OR  
WHETHER IT IS AN INDIVIDUAL  
IN THOSE SPACES, I THINK WE,  
WE HAVE THE ABILITY TO HAVE  
THE SAME KIND OF ACCESS.  
SO, SO MY THOUGHT WOULD BE  
YOU KNOW GET OUT ON THE ROAD,  
GET FROM BEHIND DESK  
AND ENROLL PEOPLE.  
AND THAT IS HOW I THINK  
WE CAN BE MORE EFFECTIVE.  
I HAVE A LOT OF OTHER THINGS.  
I MEAN, I THINK WE NEED MORE  
ENFORCEMENT OF PEOPLE WHO  
ARE REP PAYEES OR ADVOCATES.  
I HAVE SEEN SOME REALLY  
UNFORTUNATE CIRCUMSTANCES WHERE  
PEOPLE WHO GET SSI OR SSDI,  
HAVE A REP PAYEE AND THEY ARE IN  
A HOMELESS SHELTER.  
BECAUSE THAT PERSON ISN'T  
MANAGING THE MONEY WELL AND  
SOMETIMES THEY ARE ACTUALLY  
DOING FRAUDULENT THINGS WITH IT.  
SO THOSE ARE A COUPLE OF  
THINGS THAT I JUST WANTED  
TO GET OUT THERE.  
>> I WOULD LIKE TO JUST  
PIGGYBACK ON THIS,  
THE COVID RESPONSE,  
AND YOU KNOW BOTH KENYATTA AND  
DONALD HAVE ALREADY SAID IT,  
I JUST WANT TO SAY IT IN A  
SLIGHTLY DIFFERENT WAY.  
I'M NOT THE GUY THAT STARTED  
PERMANENT SUPPORTIVE OF HOUSING.  
I STARTED A VARIANT OF THAT,  
WHICH IS CALLED HOUSING FIRST.

AND TO ME,  
COVID WAS SORT OF AN  
EXTRAORDINARY EXAMPLE  
OF A NATIONAL HOUSING  
FIRST IMPLEMENTATION.  
AND THE DIFFERENCE IS THIS,  
OUR HOMELESS SERVICE SYSTEM FOR  
THE MOST PART REQUIRES PEOPLE  
WHO ARE ELIGIBLE FOR DISABILITY,  
PEOPLE WITH ADDICTION,  
TRAUMA, OR MENTAL ILLNESS  
OR MEDICAL PROBLEMS,  
REQUIRES FOLKS THAT ARE  
THE MOST VULNERABLE TO TAKE  
CARE OF THEIR ADDICTION,  
OR THEIR MENTAL ILLNESS  
BEFORE THEY WILL BE HOUSED.  
AND IT IS AN EXTRAORDINARY,  
ONEROUS, IMPOSSIBLE TO  
ACHIEVE CIRCUMSTANCE.  
SO PEOPLE STAY HOMELESS,  
BECAUSE THEY CAN'T GET SOBER  
OR PARTICIPATE IN TREATMENT  
WHILE THEY ARE HOMELESS.  
AND SO HOUSING FIRST PUTS  
PEOPLE INTO HOUSING RIGHT  
FROM THE STREET AND THEN DOES  
THE WRAP AROUND SERVICES  
FOR THOSE CONDITIONS.  
SO WE HAVE BEEN PUSHING THIS  
IDEA FOR LIKE YOU KNOW 25,  
30 YEARS.  
SUDDENLY COVID COMES ALONG  
AND EVERYBODY IS SAYING,  
HEY, LET'S GET THESE  
PEOPLE OUT OF THE SHELTER,  
LET'S GET THEM OUT OF THESE  
CONGREGATE SITUATIONS.  
LET'S PUT THEM INTO A PLACE  
OF THEIR OWN WHERE THEY  
ARE SAFE AND SECURE.  
AND I THOUGHT TO MYSELF,  
WHY DIDN'T WE CALL HOMELESSNESS  
COVID TO BEGIN WITH,  
WE WOULD HAVE BEEN MUCH  
FARTHER AHEAD RIGHT AWAY.  
SO YES, IT IS,  
IT IS NOT ONLY SAFE  
AND EFFECTIVE,  
BUT THE PERSON IS THERE,  
YOU CAN FIND THEM.  
THERE ARE SO MANY STEPS  
REQUIRED IN THESE APPLICATIONS.  
YOU CAN GO BACK THE NEXT DAY,  
THEY ARE STILL IN  
THE SAME PLACE.  
IT DOES FACILITATE ALL OF THAT.

I MEAN, I THINK IT  
UNDER-LIED TO ME,  
IT UNDERScoreD THE IMPORTANCE  
OF PROVIDING PEOPLE WITH  
HOUSING FIRST.  
>> ABSOLUTELY.  
I AGREE WITH YOU A  
HUNDRED PERCENT.  
>> ABSOLUTELY.  
>> ABSOLUTELY.  
>> SO THAT,  
THAT ACTUALLY IS THE BASIS FOR,  
WAS THE BASIS OF MY NEXT  
QUESTION, WHICH IS HOW,  
HOW DO WE SOLVE HOMELESSNESS?  
OBVIOUSLY, HOUSING FIRST  
HAS BEEN A BIG PART OF  
THAT CONVERSATION,  
AND RIGHTFULLY SO.  
BUT I WILL OPEN IT  
UP TO THE PANEL.  
DO YOU HAVE ANY OTHER FURTHER,  
ANYTHING ELSE TO ADD TO WHAT  
SAM SUCCINCTLY DESCRIBED ABOUT  
HOUSING FIRST AND HOW WE CAN  
END THIS CRISIS AND BETTER  
BE ABLE TO SERVE PEOPLE  
WITH DISABILITIES FROM THE  
PERSPECTIVE OF AT LEAST THEY  
ARE NO LONGER DEALING WITH  
THE HOUSING CRISIS?  
>> WELL, I THINK, I THINK,  
I CAN'T SPEAK FOR EVERYONE,  
BUT THERE IS FOR ME,  
UNQUESTIONABLY THE SOLUTION  
TO HOMELESSNESS IS HOUSING.  
I THINK WE HAVE GOTTEN LOST  
IN THE WHAT BECOMES A  
COMPELLING PICTURE.  
YOU SEE A PERSON WHO IS  
HOMELESS ON THE STREET AND YOU  
SEE THEY HAVE MULTIPLE PROBLEMS.  
YOU KNOW, I, AND I LIKE DONALD  
AND JEFF AND MANY OTHERS ON  
THE CALL HERE STARTED OUT  
AS AN OUTREACH WORKER.  
SO MY EDUCATION INTO  
HOMELESSNESS WAS FROM TALKING  
TO PEOPLE ON THE STREET.  
AND THEY DO LOOK LIKE THEY  
HAVE A LOT -- THEY DO AND HAVE  
A LOT OF PROBLEMS AND IT WAS  
HARD TO KNOW WHERE TO BEGIN.  
SO I THINK WE STARTED  
OFF ON THE WRONG FOOT.  
THIS IS AN EMERGENCY.  
WE'LL TAKE CARE OF

THEIR ADDICTION,  
WE'LL TAKE CARE OF THEIR  
MENTAL ILLNESS, YOU KNOW,  
WE'LL GET THEM BENEFITS,  
AND THEY WILL GO INTO  
HOUSING EVENTUALLY.  
WE HAVE A HOUSING  
EVENTUALLY SYSTEM.  
AND THAT IS WHY WE STILL  
HAVE HOMELESSNESS,  
BECAUSE WE NEED A  
HOUSING FIRST SYSTEM,  
SO THAT PEOPLE CAN GET RIGHT  
OFF THE STREETS INTO HOUSING  
AND THEN PROVIDE THE SUPPORT  
SERVICES THAT THEY NEED.  
THAT TAKES A COLLABORATION  
AT THE FEDERAL LEVEL.  
I THINK WE HAVE ONE GREAT  
EXAMPLE IN THIS COUNTRY OF A  
NATIONAL HOUSING FIRST PROGRAM,  
WHICH IS THE VETERANS PROGRAM.  
THE HUD VASH PROGRAM.  
AND THAT IS A GOVERNMENT  
LED PROGRAM,  
WHERE HUD AND THE VA  
COLLABORATED TOGETHER.  
SO HUD PUT IN THE RENT MONEY  
IN THE FORM OF VOUCHERS,  
AND THE VA PUT IN THE MONEY  
FOR CLINICAL SUPPORT SERVICES,  
SOCIAL WORKERS,  
NURSES TO MAKE HOUSE CALLS.  
AND WE HAVE REDUCED VETERANS  
HOMELESSNESS NATIONALLY  
BY OVER 50%.  
AND 83 CITIES IN THE COUNTRY  
RIGHT NOW HAVE ACTUALLY ENDED  
VETERANS HOMELESSNESS.  
TO ME, THAT PROGRAM ON A  
NATIONAL SCALE SHOWS WHAT  
CAN BE ACCOMPLISHED WHEN  
GOVERNMENT TAKES THE LEAD,  
THE RESOURCES ARE IN PLACE,  
AND WE IMPLEMENT THE MODEL  
THAT HAS A PROVEN TRACK  
RECORD OF EFFECTIVENESS.  
SO WE CAN DO IT.  
WE JUST HAVE NOT COMMITTED THE  
RESOURCES TO SOLVE THIS PROBLEM.  
THIS IS A TOTALLY  
SOLVABLE PROBLEM.  
WE HAVE DONE IT IN  
MANY COMMUNITIES AND IN  
STATES AND COUNTIES,  
WE JUST NEED TO BRING IT UP TO  
THE LEVEL OF NATIONAL COMMITMENT

OF CONSENSUS IN POLICY,  
ALLOCATE THE RESOURCES,  
AND GUIDE THE PROGRAMS.  
>> AND SAM, JUST TO PIGGYBACK  
ON WHAT YOU SAID,  
THAT IS THE FUNDAMENTAL ISSUE.  
WE HAVE NEVER BROUGHT THE  
RESOURCES TO THE LEVEL AND  
EXTENT OF THE PROBLEM.  
SO WE HAVE UNDER RESOURCED  
THE ISSUE OF HOMELESSNESS  
FOR A VERY LONG TIME.  
IN FACT, THIS PERIOD OF  
HOMELESSNESS IS THE LONGEST  
CONTINUOUS PERIOD OF  
HOMELESSNESS IN THE  
HISTORY OF THIS COUNTRY.  
AND EVERY OTHER TIME WE  
HAVE HAD A DRAMATIC INFLUX  
OF FEDERAL RESOURCES.  
WHETHER IT WAS MEDICAID,  
OR SOCIAL SECURITY,  
OR THE HOUSING PROGRAMS  
OF THE '30S,  
WE HAD A DRAMATIC RESPONSE.  
WE HAVEN'T SEEN THAT IN  
THIS PERIOD WHICH STARTED IN  
THE LATE '70S, EARLY '80S.  
SO IF, IF WE ARE TO  
END HOMELESSNESS,  
WE HAVE TO HAVE THAT KIND OF A  
DRAMATIC RESPONSE THAT MEETS  
THE SCALE OF THE PROBLEM.  
THE OTHER THING I WOULD  
SAY IS THAT OTHER,  
OTHER COUNTRIES IN EUROPE  
HAVE DONE HOUSING FIRST  
IN A DIFFERENT WAY.  
SO FINLAND, IT'S HOUSING  
FIRST FOR EVERYBODY.  
SO THEY, THERE IS A RIGHT TO  
HOUSING IN THOSE COMMUNITIES.  
AND SO IT IS NOT THE PORTION  
OF THE POPULATION THAT IS,  
THAT IS CHRONICALLY HOMELESS,  
IT IS THE ENTIRE POPULATION.  
SO WE NEED LARGE  
SCALE SOLUTIONS.  
AND THE OTHER THING I THINK WE  
NEED IS THE INVOLVEMENT OF ALL  
PARTS OF THE ADMINISTRATION.  
SO THIS ISN'T A HUD ONLY  
PROBLEM OR A VA ONLY PROBLEM.  
WE ALSO NEED THE RESOURCES  
FROM THE DEPARTMENT OF LABOR.  
WOULD IT SURPRISE PEOPLE TO  
KNOW THAT THERE ARE ONLY

ABOUT TWO TARGETED PROGRAMS  
FOR HOMELESS PEOPLE IN THE  
DEPARTMENT OF LABOR?  
THE HVRP PROGRAM WHICH IS  
A PROGRAM FOR VETERANS AND  
THE JOB CORP PROGRAMS WHICH  
ARE PROGRAMS FOR YOUTH.  
SO THE GENERAL POPULATION,  
THERE ARE NO TARGETED PROGRAMS.  
HOW IS THAT?  
WHY ARE NOT,  
WHY ARE WE NOT  
RETRAINING PEOPLE?  
SO A LOT OF THOSE ELDERLY  
INDIVIDUALS THAT WE ARE  
SEEING THAT ARE GROWING IN  
THE POPULATION ARE THERE,  
BECAUSE THEIR JOBS  
HAVE GONE AWAY.  
TECHNOLOGY HAS TAKEN  
THOSE JOBS AWAY.  
AND THEY HAVEN'T BEEN RETRAINED  
IN A WAY THAT CAN GET THEM  
BACK INTO THE PLACE WHERE  
THEY CAN AFFORD HOUSING.  
SO WE, WE, ONE, HAVE TO GET  
ALL OF GOVERNMENT INVOLVED.  
I AGREE WITH SAM,  
THE PERFECT EXAMPLE IS THE VA.  
AND IF WE JUST GOT THE  
REST OF GOVERNMENT TO  
FOLLOW THAT LEAD AND,  
AND THE REASON THAT IT  
IS EFFECTIVE IS THERE IS  
MULTIPLE KINDS OF HOUSING.  
THERE IS TRANSITIONAL HOUSING.  
THERE IS SHELTER.  
THERE IS THE VASH PROGRAM.  
THEY ARE NOT RELYING ON ONE  
SINGULAR FORM OF HOUSING.  
WE NEED A COMPREHENSIVE  
RESPONSE LIKE THAT.  
AND NAN ROMAN USED TO ALWAYS  
SAY THIS AND IT IS TRUE THEN,  
IT WAS TRUE WHEN SHE STARTED  
SAYING IT, AND IT IS TRUE NOW.  
WE ALSO HAVE TO CUT  
OFF THE FAUCET.  
SO IT IS NOT,  
WE HAVE TO TAKE PEOPLE  
OFF THE STREET,  
BUT WE HAVE TO CREATE THE  
STRUCTURAL CHANGE THAT IS  
NECESSARY TO KEEP THEM  
FROM GETTING THERE IN  
THE FIRST PLACE.  
AND THAT IS ADDRESSING

THINGS LIKE RACIAL EQUITY  
AND STRUCTURAL RACISM AND  
ADDRESSING THINGS LIKE POVERTY.  
IT, IT IS A POVERTY ISSUE.  
I KNOW I HAVE HEARD PEOPLE SAY  
THAT IT IS NOT A POVERTY ISSUE.  
IF WE DON'T ADDRESS POVERTY,  
AND YOU KNOW WE HAVEN'T TALKED  
ABOUT THE INSTITUTIONALIZATION,  
THAT IS ANOTHER HUGE ISSUE.  
WE HAVE SO FEW RESOURCES IN  
THE MENTAL HEALTH SYSTEM TO,  
TO BE ABLE TO HELP PEOPLE  
SINCE THE INSTITUTIONALIZATION.  
THAT IS ALWAYS GOING TO  
BE A MAJOR ISSUE UNTIL  
WE ADDRESS THAT.  
SO WE NEED A ROBUST  
RESPONSE FROM ALL LEVELS  
IN THE FEDERAL GOVERNMENT.  
>> SO I'M WONDERING IF,  
IF ANYONE ON THE PANEL HAD  
FURTHER THOUGHTS ABOUT HOW DO  
WE GET TO THE POINT WHERE WE  
SCALE UP AND MAKE SURE THAT  
EVERYONE HAS ACCESS TO HOUSING,  
HOUSING FIRST?  
CERTAINLY, THERE HAVE,  
WE TALKED ABOUT THAT WE,  
WE HAVE A DECREASE IN THE  
AMOUNT OF PUBLIC HOUSING  
THAT IS AVAILABLE,  
SO CERTAINLY WE  
CAN ADDRESS THAT.  
THERE IS CONSISTENTLY  
EFFORTS TO EXPAND THE NUMBER  
OF HOUSING VOUCHERS.  
AND THEN ON THE SERVICE SIDE,  
I'M CURIOUS ABOUT  
THAT IN PARTICULAR.  
THERE IS, THERE IS OFTEN  
DISCUSSIONS ABOUT THE LACK  
OF AVAILABLE PROFESSIONALS  
TO ACTUALLY HELP,  
HELP AND ASSIST PEOPLE.  
I JUST WONDERED IF THE PANEL HAD  
ANY THOUGHTS ABOUT HOW DO WE,  
HOW DO WE GET SOMETHING LIKE  
SSVF, THE VETERANS PROGRAM,  
VETERANS PROGRAMS OR I SHOULD  
SAY THE COLLECTION OF VETERANS  
PROGRAMS OR A FAR BROADER  
SLOT FOR PEOPLE?  
I UNDERSTAND THAT THE  
INTERAGENCY EFFORTS  
ARE IMPORTANT,  
BUT THERE SEEMS LIKE

THERE MIGHT NEED TO BE A  
LITTLE BIT MORE THERE.  
AND HOW DO YOU ENVISION THAT?  
>> WELL, I DON'T KNOW,  
I'LL JUST START IT OFF  
AS A POINT OF GETTING THE  
CONVERSATION GOING.  
BUT I THINK THAT IT IS,  
IT IS ABSOLUTELY A MATTER  
OF POLITICAL WILL.  
BUT, YOU KNOW, IN THIS COUNTRY,  
WE DON'T HAVE A CONSENSUS,  
YOU KNOW, WE HAVE VERY  
STRONGLY HELD OPINIONS  
ABOUT WHAT TO DO ABOUT A  
LOT OF CONTROVERSIAL ISSUES.  
WHAT TO DO ABOUT ABORTION,  
WHAT TO DO ABOUT GUNS,  
WHAT TO DO ABOUT CLIMATE CHANGE,  
AND HOMELESSNESS IS ANOTHER  
ONE OF THOSE POLITICAL ISSUES  
BECAUSE DIFFERENT STATES TAKE  
VERY DIFFERENT APPROACHES  
TO HOMELESSNESS.  
SOME CRIMINALIZE HOMELESSNESS,  
SOME HAVE COMPASSIONATE  
APPROACHES.  
SO THE IDEA OF REACHING  
A CONSENSUS NATIONALLY  
ABOUT HOMELESSNESS SEEMS  
A LITTLE DAUNTING TO ME.  
ALTHOUGH, IT IS NOT BECAUSE  
WE DON'T KNOW WHAT TO DO,  
IT IS JUST THAT WE ARE NOT  
POLITICALLY -- HALF OF THE  
CONGRESS IS ARGUING FOR  
SMALL GOVERNMENT, YOU KNOW,  
AND LOWER TAXES FOR THE RICH,  
AND THE OTHER HALF IS ARGUING  
FOR MORE INVESTMENT IN PUBLIC  
INFRASTRUCTURE, YOU KNOW,  
WE LIVE IN THE SAME COUNTRY.  
SO THE IDEA THAT WE'RE GOING  
TO REACH A CONSENSUS ABOUT  
HOMELESSNESS AND INVEST IN  
THE KINDS OF SOCIAL PROGRAMS,  
AND THIS WILL REQUIRE THE  
RESPONSE OF GOVERNMENT.  
THIS IS, THIS IS GOVERNMENT  
CREATED THIS PROBLEM BY  
ABDICATING THE RESPONSIBILITY  
FOR PROVIDING HOUSING FOR  
PEOPLE THAT NEEDED SUBSIDIES.  
AND SO IT IS GOING TO BE  
GOVERNMENT THAT IS GOING  
TO HAVE TO FIX IT.  
WHAT WE DO HAVE ARE AMAZING

EXAMPLES AT THE LOCAL LEVEL,  
LIKE BERGEN COUNTY, NEW JERSEY,  
MILWAUKEE CITY AND COUNTY,  
WHO HAVE ENDED CHRONIC  
HOMELESSNESS LET'S SAY,  
AND ARE POSITIONING THEMSELVES  
TO ADDRESS THE INFLOW.  
AND WE SEE,  
IN THOSE EXAMPLES WHAT IT  
TAKES IS EXACTLY WHAT DONALD  
WAS SAYING, COLLABORATION,  
NOT JUST HUD.  
THE DISTRICT ATTORNEY  
IS WORKING WITH OUTREACH,  
HOMELESS OUTREACH WORKERS  
TO EXPUNGE CRIMES THAT WERE,  
YOU KNOW, CRIMINAL ARREST  
RECORDS THAT WERE INCURRED  
WHILE THE PERSON WAS HOMELESS,  
SO THAT THEY CAN QUALIFY FOR A  
HOUSING VOUCHER APPLICATION.  
YOU KNOW, YOU HAVE --  
YOU NEED THE KIND  
OF COLLABORATION,  
MULTI-SYSTEM COLLABORATION,  
UNITED WAY CONTRIBUTING FOR SOME  
ADDITIONAL COST, PHILANTHROPY.  
YOU HAVE THE BUSINESS  
COMMUNITY CONTRIBUTING.  
IT IS A, IT IS A --  
IT REQUIRES POLITICAL  
WILL AT THE FEDERAL LEVEL,  
BUT IT IS GOING TO BE  
IMPLEMENTED CITY BY CITY.  
AND IT IS GOING TO REQUIRE A  
COLLABORATION AND CONSENSUS  
BUILDING AT THE CITY LEVEL.  
I MEAN, I THINK WE  
KNOW HOW TO DO IT.  
IT IS JUST A QUESTION OF  
HOW WILL WE GET THERE?  
>> THIS IS PAT IN PHILADELPHIA.  
I JUST WANTED TO  
SORT OF ECHO THE,  
AND EMPHASIZE BARRIERS  
TO HOUSING.  
AND SAM SORT OF  
TOUCHED ON THAT A BIT,  
WHEN HE SAID BARRIERS TO  
OVERCOMING HOMELESSNESS.  
AND EXPUNGEMENT OF CRIMINAL  
RECORDS IS A BIGGIE.  
AND AGAIN, STATE BY STATE.  
YOU KNOW HERE IN PHILADELPHIA,  
IN PENNSYLVANIA WE NOW HAVE --  
THERE HAS BEEN SOME RECENT  
EXPANSION AS FAR AS BEING

ABLE TO SEAL YOUR RECORDS,  
A LITTLE BIT SHORT  
OF EXPUNGEMENT,  
BUT IT IS CRITICAL FOR  
OUR RETURNING CITIZENS  
AND FOR OTHER FOLKS.  
YOU KNOW, OBVIOUSLY  
THAT GOES RIGHT INTO  
EMPLOYMENT OPPORTUNITIES,  
CREDIT HISTORY.  
CREDIT HISTORY IS  
A HUGE BARRIER.  
LANDLORD TENANT JUDGMENTS,  
WE ARE DOING A LOT OF  
WORK AT MY OFFICE NOW.  
I'M GETTING SATISFACTION  
OF LANDLORD TENANT  
JUDGMENTS FOR PEOPLE.  
SO MANY OF MY CLIENTS  
CANNOT FIND HOUSING.  
LIMITED LOW INCOME  
RESOURCES FOR HOUSING.  
BUT THEN THEY HAVE THESE  
JUDGMENTS ON THEIR RECORD.  
SO IT IS KIND OF OVERCOMING  
THE BARRIERS IS JUST AN ISSUE  
THAT I WANTED TO HIGHLIGHT.  
AND SO PART OF WHAT WE,  
WHAT WE DO HERE FROM  
A LEGAL PERSPECTIVE,  
IS THE ISSUES THAT  
WE NEED TO FOCUS ON,  
NEED TO BE WHAT ARE THE  
BARRIERS LEGALLY FOR OVERCOMING  
HOMELESSNESS AND GETTING  
INTO STABLE HOUSING.  
AND THOSE ARE JUST A NUMBER  
OF THEM WE SEE EVERYDAY.  
>> OKAY.  
THANK YOU.  
AND I APPRECIATE THE LARGER  
CONVERSATION AND YOU INDULGING  
ME ON THAT QUESTION.  
BUT I WANTED TO SHIFT  
BACK TO THE BARRIERS OF,  
THAT PEOPLE ARE EXPERIENCING  
HOMELESSNESS OR JUST GENERAL  
HOUSING INSECURITY OR FACING  
WHEN ACCESSING SSA PROGRAMS.  
I KNOW, PAT, YOU HAD  
STARTED DOWN THIS ROAD.  
MAYBE YOU WANT TO CONTINUE  
WORK IF OTHERS WANT TO ADD IN.  
IF WE CAN JUST RETURN  
TO THAT CONVERSATION I  
THINK WOULD BE HELPFUL.  
>> SURE.

I'LL JUST BRIEFLY,  
THE BARRIERS THAT WE HAVE  
ENCOUNTERED ARE CONTACT  
AS I MENTIONED PREVIOUSLY,  
NOT BEING ABLE TO GET AHOLD  
OF SOMEONE AT THE OFFICE.  
THAT IS INCREDIBLY FRUSTRATING  
FOR FOLKS WHO ARE EXPERIENCING  
MENTAL HEALTH AND OTHER  
SIGNIFICANT CHALLENGES.  
AND I THINK THAT SOCIAL SECURITY  
HAS THE RIGHT IDEA WHEN THEY  
FLAG CASES AS HOMELESS  
CASES FROM THE BEGINNING.  
THERE SHOULD BE EXTRA  
STEPS THAT ARE TAKEN.  
THESE CASES SHOULD ALSO  
BE FLAGGED AS DIRE NEED.  
AND I THINK THAT ONE OF THE  
THINGS THAT WE DO AT OUR OFFICE  
WHEN WE ARE TRAINING OUR  
VOLUNTEERS AND OTHER  
PEOPLE IS THAT YOU,  
THAT WE NEED TO GET MULTIPLE  
POINTS OF CONTACT.  
I THINK THAT IS  
JUST SO CRITICAL.  
I THINK THERE IS A POMS  
THAT ADDRESSES THAT.  
BECAUSE OF THE TRANSIENTS OF  
THE POPULATION, OBVIOUSLY,  
WE NEED TO GET THE SOCIAL  
SECURITY CLAIMS REP,  
IT WOULD BE GREAT IF THE CASE  
MANAGERS NAME AND CONTACT  
INFORMATION WAS INCLUDED.  
WHO IN THE CITY ARE  
YOU IN TOUCH WITH,  
WHO KNOWS WHERE YOU  
ARE AT AT ALL TIMES?  
ALL OF THOSE KINDS OF QUESTIONS?  
THOSE THIRD PARTY CONTACTS.  
JUST THE MORE THE BETTER.  
I'VE ALSO ALWAYS WONDERED IF  
IT IS POSSIBLE THAT THERE  
COULD BE AN EXPANDED USE  
OF EMAIL WHICH I THINK IS,  
IS NOT UTILIZED WHEN WE  
TALK ABOUT TECHNOLOGY.  
EVEN THOUGH FOLKS ARE  
EXPERIENCING HOMELESSNESS,  
MANY OF OUR CLIENTS ARE  
ACCESSING EMAIL EITHER THROUGH  
THEIR SHELTER LOCATIONS,  
THROUGH COMPUTERS,  
THROUGH THE LIBRARY,  
THROUGH THE PLACES THAT THEY GO.

IF THEY WERE ABLE TO, YOU KNOW,  
BE IN TOUCH WITH AN INDIVIDUAL  
ON A MORE CONSISTENT BASIS,  
I THINK THAT ISSUES WOULD  
BE ADDRESSED IN A MORE,  
IN A MORE FAVORABLE  
AND SUCCESSFUL WAY.  
SO THOSE ARE KIND  
OF BROAD AREAS.  
BUT ONE PERSON,  
ONE PERSON WHO DEALS WITH  
THE PROBLEM AND GET THE NAME  
AND BE ABLE TO FOLLOW-UP  
WITH THAT PERSON.  
MOSTLY WHAT I'M HEARING  
NOW IS CHALLENGES IN,  
IN REACHING FOLKS  
OVER THE PHONE.  
SO THOSE ARE SOME OF THE  
ISSUES THAT WE ARE SEEING.  
THANKS.

>> I WOULD SAY FROM,  
FROM AN OUTREACH PERSPECTIVE,  
ONE OF THE CHALLENGES THAT I  
ALWAYS FACE WAS THE UNDERLYING  
DOCUMENTATION THAT PEOPLE  
NEED TO GET THEIR BENEFITS  
IN PLACE AND GET STARTED.  
SO BIRTH CERTIFICATES  
WERE A HUGE BARRIER,  
BOTH WITH THE COST AND  
ALSO WITH THE ABILITY TO,  
TO GET THOSE IN PLACE.  
SO AND THEN MEDICAL RECORDS.  
SO YOU KNOW SOME OF THE  
MEDICAL RECORDS WERE,  
MEDICAL RECORDS WERE WHEN A  
PERSON WAS DIAGNOSED IN,  
IN HIGH SCHOOL OR  
ELEMENTARY SCHOOL,  
THEY HAD TO GO TO SPECIAL  
EDUCATION CLASSES.  
SO JUST THAT BURDEN OF BEING  
ABLE TO CAPTURE SOME OF THE  
UNDERLYING DOCUMENTATION TO  
PROVE THE DISABILITY WAS  
REALLY A BARRIER THAT I  
THINK IS REALLY IMPORTANT.  
ONE OF THE HOUSING BARRIERS THAT  
WE HAVEN'T TALKED ABOUT THAT IS  
REALLY INCREDIBLY PROBLEMATIC IS  
ONE KENYATTA TOUCHED ON THIS,  
WE ARE NOT PUTTING PEOPLE  
IN HEALTHY COMMUNITIES.  
SO ESPECIALLY FOR PEOPLE WHO  
WE'RE PLACING IN SCATTERED  
SITE SUPPORTIVE HOUSING.

THE PREDATORS IN THE COMMUNITY  
KNOW THAT PEOPLE HAVE BENEFITS.  
AND THEY ARE AT THEIR DOOR  
WAITING FOR THOSE BENEFITS  
TO COME, SO THAT THEY CAN,  
THEY CAN, THEY CAN ACTUALLY  
BE PREDATORS FOR PEOPLE.  
SO WE, WE NEED TO REALLY  
DO A BETTER JOB OF PUTTING  
PEOPLE IN COMMUNITIES.  
AND ALSO SOURCE OF  
FUNDING DISCRIMINATION.  
SO MANY LANDLORDS DISCRIMINATE  
BY SAYING THEY WON'T TAKE A VASH  
VOUCHER OR THEY WON'T TAKE A  
SUBSIDIZED HOUSING VOUCHER OR  
THEY DON'T TAKE EXTENDED  
FAMILIES WITH KIDS.  
SO THIS IS BACK TO THE  
WOMEN AND FAMILY ISSUES.  
THERE IS SO MANY PEOPLE  
THAT DISCRIMINATE BECAUSE  
OF THE NUMBER OF KIDS.  
SO THERE, THERE NEEDS TO  
BE A LOT MORE TEETH IN  
SOME OF THE FAIR HOUSING  
LEGISLATION AND PROTECTIONS  
THAT WE HAVE FOR PEOPLE.  
SO I JUST WANTED TO MAKE SURE  
THAT I GOT THAT OUT THERE.  
BUT THE BARRIERS, AGAIN,  
ARE TRANSPORTATION,  
THEY ARE THE INFORMATION,  
AND THERE IS ACCESS.  
SO YOU HEARD THAT  
SOMETIMES THE PHONE,  
IT IS HARD TO GET  
SOMEONE ON THE PHONE.  
IT IS HARD -- SOMETIMES  
YOU GO TO THE OFFICE,  
I'VE TAKEN PEOPLE TO THE  
OFFICE AND THE LINE IS,  
IS PRETTY EXTENDED.  
IT IS A, YOU KNOW,  
GETTING AN APPOINTMENT AND  
BEING ABLE TO GET THERE  
DURING THE TIME IT TAKES TO  
GET IT IS QUITE A BARRIER.  
YOU KNOW, ONE OF THE THINGS  
THAT CAME OUT OF COVID AS  
WELL WERE THESE NAVIGATORS  
THAT ACTUALLY HELP PEOPLE  
GET THEIR VACCINE AND GET  
THROUGH THE SYSTEM.  
WE NEED THAT KIND OF  
SYSTEM WITHIN SSA.  
SO NAVIGATORS TO HELP

PEOPLE GET TO APPOINTMENTS,  
UNDERSTAND WHAT THEY  
NEED IN APPOINTMENTS,  
AND BEYOND JUST A CASE MANAGER  
WHO MAY HAVE 15 PEOPLE WITH  
HIGH ACUITY ISSUES ON  
THEIR CASE LOAD.

WE NEED PEOPLE THAT HAVE  
THE ABILITY AND TIME TO WALK  
PEOPLE THROUGH THAT SYSTEM.  
AND I KNOW YOU CAN HAVE AN  
ADVOCATE THAT'S ATTACHED TO  
YOUR CASE AND THE CASE MANAGER  
CAN GET THAT INFORMATION,  
BUT WE NEED MORE OF THAT BECAUSE  
THOSE ARE CERTAINLY BARRIERS.  
SO THOSE ARE MY THOUGHTS  
ABOUT BARRIERS.

>> I'M VERY SORRY TO INTERRUPT.  
I'M STAYING AT THIS HOTEL  
WHERE WE'VE JUST BEEN ASKED  
TO EVACUATE THE BUILDING.  
THERE'S SOME EMERGENCY.  
I HAVE TO JUMP OFF.  
I'M VERY SORRY.

>> I HOPE EVERYTHING'S OKAY.

>> GREAT TO SEE YOU, SAM!

>> JOY, I WANTED TO SAY  
THAT I THINK THIS IS A  
GREAT START WHEN WE'RE  
TALKING ABOUT BARRIERS  
FOR INDIVIDUALS ACCESSING  
BENEFITS AND SSA.

I THINK THIS IS A GREAT START,  
HAVING SUCH FORUMS AS THIS TO BE  
ABLE TO EDUCATE PEOPLE ABOUT  
THE CYCLES OF HOMELESSNESS  
AND THE CHALLENGES THAT MANY  
OF OUR INDIVIDUALS FACE.

I AM NOT AN EXPERT IN THAT,  
BUT CHAQUITA IS BECAUSE SHE  
IS OUR BENEFITS COUNSELOR  
AT N STREET VILLAGE.

AND SHE HAS SOME  
VERY GREAT INSIGHTS,  
AS SHE'S WORKING WITH THE  
WOMEN THAT WE SEE AT N STREET.  
SO CHAQUITA, IF YOU --

>> THANK YOU.

[ LAUGHTER ]

I'LL START WHERE PAT KIND  
OF LEFT OFF WITH THE PHONE.  
AND MAYBE, PAT,  
YOU MAY FEEL MY VIBES ON THIS.  
BUT THE FIVE QUESTIONS  
THAT YOU HAVE TO ANSWER  
TO VERIFY YOURSELF.

MOST PEOPLE KNOW THEIR NAMES.  
MOST PEOPLE KNOW THEIR --  
NOT THEIR ADDRESS --  
KNOW THEIR BIRTHDATE,  
THEIR MOTHER'S MAIDEN NAME.  
IT'S THAT ADDRESS QUESTION.  
AND IF YOU DO NOT KNOW THE  
ANSWER TO THE FIVE QUESTIONS,  
SOCIAL SECURITY WILL  
NOT HELP YOU.  
THEY WILL END THE PHONE CALL.  
I HAVE PARTICULARLY ONE  
CASE I WOULD LIKE TO SHARE  
ABOUT A WOMAN FROM GEORGIA.  
WE WERE -- WELL, WE STAYED  
ON THE PHONE FOR LIKE  
TWO HOURS ALMOST,  
JUST TO GET SOMEBODY.  
SO WE WERE ALREADY FRUSTRATED.  
PROBABLY LIKE AN HOUR AND  
15 MINUTES TO BE EXACT.  
SO EVERYBODY WAS  
ALREADY AT WIT'S END.  
SHE HAD 20 GEORGIA ADDRESSES  
AND NONE OF THEM WERE -- THE  
SOCIAL SECURITY LADY SAID,  
WELL, YOU KNOW WHAT, WE'RE DONE.  
BASICALLY THAT'S WHAT SHE SAID.  
AND WE HAD TO GET OFF THE PHONE.  
BUT SHE DID SAY YOU HAVE  
TO CALL YOUR LOCAL OFFICE.  
SO WE CALLED THE LOCAL OFFICE,  
WENT THROUGH THE SAME THING.  
AND FINALLY, I JUST HAD TO SAY,  
"EXCUSE ME, CAN YOU JUST  
PLEASE HELP US?  
WE HAVE WENT THROUGH  
ALL THESE ADDRESSES.  
WE ALL ARE TIRED."  
AND HE SAID, "HOLD ON!"  
HE GOT OFF, HE LEFT THE PHONE.  
MAYBE IN ABOUT A MINUTE OR SO,  
HE CAME BACK AND SAID, WELL,  
THIS IS HER RIGHT ADDRESS.  
IT WAS A GEORGIA ADDRESS.  
BUT HE ENDED UP GIVING IT TO  
US WE CAN CALL BACK THE 1-800  
NUMBER TO GIVE THAT ADDRESS SO  
WE CAN JUST HAVE ACCESS TO HER  
RECORDS, OF COURSE, WITH HER.  
AND I'M JUST LIKE,  
IT HAS TO BE SOMETHING  
THAT CAN BE PUT IN PLACE.  
I DON'T KNOW IF WE CAN JUST SAY,  
OKAY, YOU'VE GOT FOUR  
OUT OF FIVE.  
BUT THE ADDRESS QUESTION

STUMPS US EVERY SINGLE TIME.  
AND YOU KNOW,  
WHEN YOU CALL THE 1-800 NUMBER,  
YOU CAN GET ANYBODY FROM  
HERE TO THE OTHER SIDE  
OF THE UNITED STATES THAT  
WILL ANSWER THE PHONE.  
AND THEY WON'T HELP YOU.  
I MEAN, I GET IT.  
IT'S POLICY FOR RIGHT NOW.  
IT'S NOTHING YOU CAN  
REALLY DO ABOUT IT.  
BUT IT'S DEFINITELY A BARRIER  
FOR OUR WOMEN HERE AT N STREET.  
THAT IS ONE CONCERN THAT  
I REALLY WANT EVERYBODY  
TO BE AWARE OF.  
ANOTHER THING THAT WE ALSO HAVE  
ISSUE WITH -- EMAIL IS GREAT  
FOR OUR WOMEN WHO HAVE EMAIL.  
BUT FOR OUR WOMEN -- AND I CAN  
THINK OF FIVE WOMEN RIGHT NOW  
WHO DO NOT WANT EMAIL BECAUSE  
THEY FEEL LIKE THEY'RE BEING  
TRACKED AND SOMEBODY'S  
OUT TO GET THEM.  
YOU CANNOT DO AN ONLINE  
APPLICATION WITHOUT A MY  
SOCIAL SECURITY ACCOUNT.  
AND FOR A MY SOCIAL  
SECURITY ACCOUNT,  
YOU NEED AN EMAIL ADDRESS.  
SO THIS CAUSES ANOTHER BARRIER.  
AND I'M JUST LIKE IS IT REALLY  
REQUIRED THAT YOU HAVE A MY  
SOCIAL SECURITY ACCOUNT JUST  
TO DO AN APPLICATION ONLINE?  
DOES THAT REALLY HAVE  
TO BE A THING?  
WHOO.  
LET ME GET MY LIST TOGETHER.  
ALSO --  
>> SO I TAKE IT YOU'RE  
SUGGESTING SOME CHANGES --  
I'M SORRY.  
JUST AS YOU WERE PAUSING,  
CHAQUITA, I WAS JUST SAYING,  
I TAKE IT YOU'RE SUGGESTING SOME  
CHANGES TO THE PROCESS SO THAT  
THERE'S MORE FLEXIBILITY IN  
MAKING -- HAVING AN ADDRESS  
AND AN EMAIL ADDRESS AS WELL?  
ARE THERE OTHER THINGS?  
>> YES.  
SOME OF THE THINGS YOU  
CAN DO INTERNALLY,  
I GET ALL THE TIME -- I'M SORRY,

SOMETHING IS ECHOING.  
I GET ALL THE TIME OUR WOMEN  
SOMETIMES CAN'T ARTICULATE  
ALL THE INFORMATION THAT  
THE PERSON MAY BE ASKING  
THEM OVER THE PHONE.  
AND I GET IT.  
IT'S OKAY.  
I ASK YOU A QUESTION,  
I CHECK A BOX ON MY SCREEN.  
THERE'S SOME INSENSITIVITY  
THERE.  
I WOULD REALLY WISH THAT STAFF  
AT SOCIAL SECURITY COULD  
UNDERSTAND WHERE PEOPLE ARE  
COMING FROM, CULTURALLY,  
UNDERSTANDING THE BACKGROUND  
OF THE INDIVIDUAL.  
BECAUSE IN MY MIND,  
YOU WORK WITH PEOPLE,  
HOMELESS PEOPLE, EVERY DAY.  
YOU WOULD THINK PEOPLE WOULD  
BE JUST A TAD BIT MORE  
SENSITIVE AND UNDERSTANDING  
TO THEIR SITUATION.  
I DON'T KNOW IF THERE NEEDS TO  
BE A CULTURE CHANGE.  
I DON'T KNOW IF IT NEEDS TO BE  
ONGOING SENSITIVITY TRAINING,  
MOTIVATIONAL INTERVIEWING  
TRAINING, SOMETHING  
ALONG THOSE LINES,  
BECAUSE SOMETIMES IT  
MAKES IT DIFFICULT.  
IT MAKES PEOPLE NOT WANT  
TO WORK WITH SOCIAL SECURITY.  
THEY ALREADY ARE INTIMIDATED.  
LET'S JUST START THERE.  
SOCIAL SECURITY IS A BIG ENTITY,  
AND IT ALREADY  
INTIMIDATES PEOPLE.  
THAT'S WHERE PEOPLE  
LIKE ME COME IN.  
I'M SOAR CERTIFIED.  
SO I PLAY AS THAT LIAISON  
BETWEEN THE RESIDENT  
AND SOCIAL SECURITY.  
BUT GETTING THEM TO EVEN  
APPLY FOR BENEFITS,  
JUST TO GET ON THE PHONE WITH  
SOMEONE WHO'S NOT NECESSARILY  
ALWAYS BEING RUDE BUT SOMEONE  
SOMEWHAT INSENSITIVE TO  
THEM TAKING A LONG TIME  
ANSWERING THE QUESTION.  
SOMETIMES OUR LADIES CAN'T  
RECALL INFORMATION AS

QUICKLY MAYBE AS YOU AND I.  
THEY IMMEDIATELY SHUT DOWN.  
AND THEN THEY WANT TO  
END THE PHONE CALL.  
MIND YOU, THEY'VE ALREADY  
WAITED ALMOST AN HOUR  
JUST TO TALK TO YOU.  
SO THAT'S A PLUS RIGHT THERE  
TO GET THEM TO EVEN DO THAT.  
AND THEN TO GET ON THE PHONE  
WITH SOMEONE WHO'S NOT SENSITIVE  
TO YOUR NEEDS WHEN IT'S YOUR JOB  
TO BE SENSITIVE TO MY NEEDS.  
IN MY MIND I'M LIKE,  
THE REASON YOU HAVE A JOB IS  
BECAUSE OF PEOPLE LIKE ME.  
YOU UNDERSTAND WHAT I'M SAYING?  
SO I NEED YOU TO BE SENSITIVE,  
UNDERSTANDING, AND PATIENT  
AS I WAS HOLDING ON THE  
PHONE WAITING TO GET IN  
CONTACT WITH SOMEONE.  
LET'S SEE.  
OKAY.  
I'M ALMOST AT MY FIVE MINUTES.  
BUT I'M JUST GOING TO  
STOP THERE WITH THOSE.  
>> WE HAD A QUESTION  
ABOUT WHETHER THERE WAS  
LIKELY ANOTHER BARRIER,  
WHICH IS THE -- AND I'M LOOKING  
AT SOME OF THE PARTICIPANT  
QUESTIONS AT THIS POINT.  
SOMEONE WAS ASKING ABOUT THE  
DIFFICULTIES OF HAVING BIRTH  
CERTIFICATES AND IDENTIFICATION  
AND SOCIAL SECURITY CARDS.  
I ASSUME -- AND I THINK THE  
PERSON WHO ASKED THE QUESTION  
ASSUMES THAT THIS IS A BARRIER.  
DO YOU HAVE ANY THOUGHTS ABOUT  
THAT AS A BARRIER OR GETTING  
AROUND THAT BARRIER?  
>> I'M SORRY.  
SAY IT AGAIN.  
>> OKAY.  
WE HAD A QUESTION FROM THE  
AUDIENCE ABOUT THE BARRIERS  
THAT CAN BE CREATED BY  
REQUIRING DOCUMENTS,  
LIKE BIRTH CERTIFICATES  
AND IDENTIFICATION,  
AND ALSO SOCIAL SECURITY CARDS.  
DO YOU HAVE SUGGESTIONS FOR  
GETTING AROUND THOSE BARRIERS  
OR FOR HOW TO ADDRESS THOSE  
BARRIERS IN POLICY?

AND CERTAINLY, CHAQUITA,  
WE WOULD LOVE TO HAVE YOU  
CONTINUE THE QUESTION.  
BUT IF ANYONE WANTS TO  
ADD TO THE RESPONSE,  
THAT WOULD BE WELCOME AS WELL.  
>> I CAN JUMP IN, BECAUSE  
I HAVE TWO MORE BARRIERS  
TOO THAT I DIDN'T GET TO,  
IN ADDITION TO THOSE.  
WE TALKED ABOUT HOW HARD THAT  
WAS DURING THE PANDEMIC.  
BUT WITH BIRTH CERTIFICATES  
IN PARTICULAR,  
THAT'S VERY HARD ON  
A DAILY BASIS.  
YOU KNOW, PLACES LIKE  
PUERTO RICO AND NEW YORK,  
EXTREMELY HARD AND EXPENSIVE.  
SO PART OF THE BARRIER IS SOME  
NON-PROFITS JUST DON'T HAVE THE  
RESOURCES TO BE ABLE TO PAY FOR  
-- AND CERTAINLY THE PEOPLE  
EXPERIENCING HOMELESSNESS  
DON'T HAVE THE RESOURCES TO  
PAY FOR BIRTH CERTIFICATES.  
THE SOCIAL SECURITY  
CARD IS RELATIVELY EASY  
IN MY EXPERIENCE,  
AS LONG AS YOU HAVE AN ADDRESS.  
BUT TO CHAQUITA'S POINT,  
THE ONLINE REGISTRATION,  
THE QUESTIONS THERE ARE REALLY,  
REALLY TOUGH.  
THEY ASK YOU ABOUT LIKE YOUR  
NIECE FROM SEVEN YEARS AGO,  
WHERE DID YOU LIVE TOGETHER,  
OR SOMETHING LIKE THAT.  
I MEAN, SOME OF THE  
QUESTIONS -- AND MAYBE  
THERE SHOULD BE A FLAG  
WHEN THERE'S A PERSON  
EXPERIENCING HOMELESSNESS  
AND THEY HAVE THAT.  
I KNOW YOU FLAG -- THAT SSA  
FLAGS THAT IT'S A HOMELESS  
PERSON APPLYING AT SOME POINT.  
BUT I THINK THAT IT  
SHOULD BE ONLINE AS WELL.  
I THINK IN-PERSON IT HAPPENS,  
BUT IT SHOULD BE ONLINE.  
THE OTHER TWO THINGS I  
WANTED TO TALK ABOUT REAL  
QUICK ARE THE BENEFIT CLIFFS.  
SO AS YOU KNOW, JOY AND OTHERS,  
A LOT OF PEOPLE EXPERIENCING  
HOMELESSNESS ARE BEING ASKED TO

BE A PART OF ADVISORY BOARDS  
AND BEING INCLUDED IN WORK  
TO HELP END HOMELESSNESS.  
WHAT HAPPENS IS,  
IN A LOT OF CASES,  
SOME OF THE BETTER PEOPLE WHO  
MAY ALSO HAVE DISABILITIES CAN'T  
BE INVOLVED IN THAT BECAUSE IT  
WILL AFFECT THEIR BENEFITS;  
BOTH THEIR HOUSING BENEFITS,  
SOCIAL SECURITY BENEFITS.  
SO IF THERE COULD BE A  
WAIVER -- AND THAT ALSO  
HAPPENS WITH UNIVERSAL  
GUARANTEED INCOME PROJECTS.  
SO IF PEOPLE ARE GETTING  
THOSE PROJECTS,  
THEY ARE APPROACHING  
THOSE CLIFFS.  
AND IT'S ACTUALLY DISCOURAGING  
PEOPLE FROM BEING INVOLVED  
IN THOSE PROGRAMS.  
THE OTHER THING THAT'S A PROBLEM  
-- AND THIS IS A DONALD ISSUE.  
IT'S NOT FROM MY ORGANIZATION.  
THE LUMP SUM PAYMENT.  
SO SOMETIMES PEOPLE, YOU KNOW,  
THE BENEFITS START AT  
THE FIRST APPLICATION.  
AND SOMETIMES IT'S TENS  
OF THOUSANDS OF DOLLARS.  
AND THE INDIVIDUALS ARE  
FORCED TO SPEND THAT VERY  
QUICKLY BECAUSE THERE'S  
A CAP ON THEIR SAVINGS.  
SO I DON'T KNOW IF THERE'S  
A WAY AROUND THAT.  
AND IF IT'S A PERSON WHO ALSO  
HAS SUBSTANCE ABUSE ISSUES,  
IT COULD BE A LIFE  
OR DEATH ISSUE.  
IF YOU GIVE SOMEONE 10, 15,  
\$16,000 AND THEY HAVE A  
SUBSTANCE ABUSE ISSUE,  
SOMETIMES THEY DON'T  
MAKE IT OUT.  
AND WE KNOW THAT PEOPLE HAVE  
MULTIPLE ISSUES SOMETIMES.  
IT'S MENTAL HEALTH AND SUBSTANCE  
ABUSE AT THE SAME TIME.  
SO THOSE ARE OTHER  
BARRIERS FOR ME.  
I WISH THEY COULD  
HAVE MORE SAVINGS.  
I WISH THAT THERE WAS SOME KIND  
OF WAIVER FOR A BENEFIT CLIFF.  
IF IT'S SOMETHING LIKE AN

ADVISORY BOARD WHERE THEY'RE  
BEING COMPENSATED OR IF  
IT'S A UNIVERSAL GUARANTEED  
INCOME PROJECT.  
THAT'S PROBABLY A STATUTORY  
CHANGE, BUT THOSE ARE BARRIERS,  
IN MY MIND.  
>> THIS IS PAT AT HAP.  
JUST TO QUICKLY ADDRESS A COUPLE  
OF THE ISSUES THAT CHAQUITA  
AND DONALD MENTIONED,  
SOCIAL SECURITY REALLY  
ONLY REQUIRES THAT YOU  
PROVIDE A MAILING ADDRESS.  
YOU DO NOT HAVE TO HAVE A  
RESIDENTIAL ADDRESS TO APPLY.  
SO WE WORK WITH OUR CLIENTS  
TO MAKE SURE THAT THEY GET  
REGISTERED AT ANY OF THE  
RESOURCES IN THE CITY THAT  
PROVIDE THAT SERVICE.  
P.O. BOX, ET CETERA.  
I SECOND THE ISSUE ABOUT YES,  
A LIAISON,  
A NAVIGATOR FOR CASES THAT  
ARE FLAGGED AS HOMELESS.  
CASES THAT ARE FLAGGED AS  
HOMELESS DO HAVE SPECIAL  
PROCESSING REQUIREMENTS WHICH  
SHOULD INCLUDE ADDITIONAL  
HELP WITH THE APPLICATION.  
I THINK THERE'S EVEN A POMS  
THAT'S THE SOCIAL SECURITY  
PROCESSING MANUAL THAT INDICATES  
HELP WITH THE WORK HISTORY FORM  
OR HELP WITH THE ACTIVITIES  
OF DAILY LIVING FORM.  
SO IT'S REALLY IMPORTANT.  
AND IT SHOULD BE, YOU KNOW,  
IF THE PERSON SAYS THEY'RE  
HOMELESS, YOU KNOW,  
YOU SHOULD GIVE THEM THE  
BENEFIT OF THE DOUBT.  
PRESUME HOMELESSNESS IF THE  
PERSON IS PRESENTING FOR A BROAD  
DEFINITION OF HOMELESSNESS.  
THE IDENTITY DOCUMENTS ISSUE,  
AGAIN, IT'S A HUGE  
ISSUE FOR THIS POPULATION,  
PARTICULARLY BECAUSE YOU HAVE  
NOWHERE TO KEEP YOUR DOCUMENTS.  
YOU LOSE YOUR DOCUMENTS,  
THEY NEED TO BE REPLACED.  
CONSISTENTLY, WE DO A HUGE  
AMOUNT OF WORK WITH THAT.  
HERE IN PENNSYLVANIA,  
WE ADVOCATED AND THE STATE,

THROUGH THE DEPARTMENT  
OF VITAL RECORDS,  
NOW HAS A HOMELESS FEE WAIVER.  
SO YOU DO NOT NEED TO PAY  
FOR A BIRTH CERTIFICATE  
FOR PENNSYLVANIA IF YOU  
CAN JUST DOCUMENT THAT  
YOU'RE HOMELESSNESS.  
AND A SHELTER SOCIAL WORKER AND  
A HOMELESS SHELTER PROVIDER  
CAN MAKE THOSE REQUESTS.  
SO WE'RE TRAINING A LOT OF OUR  
SHELTER FOLKS AND SOCIAL WORKERS  
TO DO THOSE BIRTH CERTIFICATE  
REQUESTS ON THEIR OWN.  
SOCIAL SECURITY, GENERALLY,  
WE HAVEN'T EXPERIENCED IT,  
BUT FOLKS WHO ARE PROCESSING  
CLAIMS ARE REQUIRING MANY  
OF THOSE DOCUMENTS AT THE  
OUTSET OR THAT THEY SHOULD BE.  
BUT, OF COURSE,  
IT IS CRITICAL TO HAVE THOSE  
DOCUMENTS IN PLACE TO NEGOTIATE  
LIVING IN THE WORLD FOR A  
MILLION DIFFERENT REASONS.  
LASTLY, I JUST WANTED TO TOUCH  
ON THE RESOURCE LIMIT THAT,  
I THINK, DONALD MENTIONED.  
THERE'S A BILL PENDING RIGHT  
NOW TO RAISE THAT ISSUE.  
IT'S STILL \$2,000.  
I THINK IT'S BEEN IN PLACE FOR  
-- IT'S TOTALLY NOT COMMENSURATE  
WITH THE COST OF LIVING  
INCREASES OR ANYTHING ELSE  
THAT PEOPLE ARE EXPERIENCING.  
IT'S BEEN IN PLACE FOR  
ABOUT 30 YEARS, IF NOT MORE.  
IT HAS NOT RISEN.  
SO THAT'S AN ISSUE THAT'S  
IN THE FOREFRONT.  
CONTRACTOR REPRESENTATIVES  
OR SENATORS,  
THAT IS A HUGE ISSUE THAT  
WE'RE HOPING TO SEE SOME  
MOVEMENT ON VERY SOON.  
SO THOSE ARE ALL  
IMPORTANT ISSUES.  
LASTLY, I JUST WANTED  
TO MENTION THAT,  
WITH THE HOMELESS FLAG,  
IT IS REALLY IMPORTANT THAT  
THOSE CASES BE IDENTIFIED FROM  
THE OUTSET AS HOMELESS AND  
ALSO FOR DIRE NEED WHICH MEANS  
THAT THEY WILL BE PROCESSED

IN A QUICKER WAY,  
PARTICULARLY WHEN THEY  
REACH THE HEARING LEVEL.  
SOME OF OUR CLIENTS  
HAVE TO APPEAL,  
AND IT TAKES A REALLY LONG TIME.  
AND PEOPLE THAT ARE HOMELESS,  
EXPERIENCING HOMELESSNESS,  
NEED TO HAVE THEIR  
CLAIMS EXPEDITED.  
AND SOCIAL SECURITY  
DOES RECOGNIZE THAT.

>> SO I JUST WANT TO MAKE  
SURE THAT WE GET TO -- WE'VE  
TOUCHED UPON THE ISSUE OF  
COMMUNICATIONS AND TECHNOLOGY.  
BUT I SEE A NUMBER OF QUESTIONS  
HERE THAT ARE CENTERED ON THOSE  
-- CENTERED ON THAT AREA.  
SO I JUST WANTED TO MAKE  
SURE THAT NO ONE ELSE  
HAD ANYTHING TO ADD.

>> IN TERMS OF BARRIERS?  
>> YEAH.

AND WHAT'S THE -- MAYBE NOT  
SO MUCH AS BARRIERS BUT HOW  
TO GET OVER THOSE BARRIERS.  
LIKE WHAT ARE THE BEST WAYS  
TO COMMUNICATE WITH PEOPLE  
EXPERIENCING HOMELESSNESS  
AND HOUSING INSTABILITY.  
AND I GUESS SOME PEOPLE ARE  
INQUIRING ABOUT TECHNOLOGY.  
SO WHAT ADVICE DO  
YOU HAVE THERE?

I KNOW CHAQUITA MENTIONED  
THAT EMAIL CAN BE A PROBLEM  
FOR SOME OF HER CLIENTS.  
OBVIOUSLY, A LACK OF INTERNET  
ACCESS COULD BE A PROBLEM.  
BUT I JUST WANT TO MAKE SURE  
THAT WE FULLY FOCUS ON THE  
CONVERSATION OF COMMUNICATION,  
BECAUSE IT'S COME UP A LOT.

>> OKAY.

IF I MAY, IT WAS A FALSE ALARM.  
SO I LOGGED BACK IN.

[ LAUGHTER ]

I JUST WANTED TO SAY  
SORT OF A GENERAL POINT  
ABOUT COMMUNICATION -- NOT SORT  
OF TECHNOLOGY COMMUNICATION,  
BUT SYSTEMIC COMMUNICATION.  
ONE OF THE REASONS I ACTUALLY --  
I'M INCREDIBLY PLEASED THAT  
THIS PANEL IS GOING ON,  
THAT WE'RE HAVING THIS

CONVERSATION -- IS THAT THERE  
WAS SUCH A DISCONNECT IN  
THIS INVITATION WHERE SSA  
CALLED AND SAID, HEY,  
LET'S HAVE A PANEL ABOUT  
INCREASING ACCESS TO SSI.  
THE FEDERAL POLICY OF INCREASING  
ACCESS TO SSI FEELS TO ME LIKE  
EVERYTHING I'VE HEARD ABOUT SSI,  
ALL THE YEARS WORKING  
IN OUTREACH,  
IS THAT IT'S IMPOSSIBLE  
TO GET SSI.  
YOU KNOW, GETTING SSI IS REALLY,  
REALLY TOUGH FOR ALL THE REASONS  
THAT WE'RE TALKING ABOUT.  
AND I THINK THAT IF REALLY  
THE POLICY IS ABOUT  
INCREASING ACCESS TO SSI,  
THE WAY THE WORD GETS  
TO THE STREET LEVEL,  
THE STATE OFFICE OR THE  
LOCAL CITY OFFICE OR TO THE  
PERSON AT THE SSI DESK  
DOING THE APPLICATIONS,  
ISN'T EXACTLY CONSISTENT  
WITH A WELCOMING APPROACH.  
YOU KNOW, YOU NEVER HAVE  
THE FEELING THAT IT'S AN  
EASY APPLICATION TO DO.  
AND IT'S A COMPLICATED  
APPLICATION.  
AND, YOU KNOW,  
I DON'T KNOW THAT -- THE  
SOAR PROGRAM, OF COURSE,  
IS TERRIFIC AT IT.  
BUT WE NEED SO MANY MORE  
PEOPLE TRAINED IN SOAR  
IN ORDER TO ADDRESS THE.  
TO POSITION THE APPLICATION  
SO IT'S NOT REJECTED  
IN THE FIRST PLACE.  
I MEAN, MANY, MANY  
APPLICATIONS ARE REJECTED  
THE FIRST TIME AROUND.  
AND THAT VARIES STATE BY STATE  
BECAUSE THERE ISN'T A CONSISTENT  
APPROACH TO AWARDING SSI.  
SO I THINK HAVING A CONSISTENT  
MESSAGE AND A POLICY THROUGHOUT,  
AND A TRAINING ABOUT HOW TO DO  
THE APPLICATIONS WOULD GO A  
LONG WAY TO GET PEOPLE ON  
SSI IN THE FIRST PLACE.  
SO I'M REALLY GLAD  
THIS IS TAKING PLACE.  
>> JOY, I HAD TWO LAST

THINGS TO SAY,  
IF THAT'S OKAY.  
WHEN WE WERE TALKING  
ABOUT BARRIERS,  
I THINK A LOT OF US WORK  
WITH INDIVIDUALS THAT ARE  
STILL STREET BOUND BEFORE  
THEY COME INTO SHELTER.  
AND SO WE'RE DOING  
A LOT OF OUTREACH.  
SO ONE OF THE BARRIERS  
IS STORAGE, RIGHT,  
BECAUSE IF PEOPLE ARE TRANSIENT  
AND THEY'RE GOING FROM ONE  
SHELTER TO ANOTHER SHELTER,  
THEY MAY NOT BE CONSISTENTLY  
STAYING AT ONE SITE.  
STORAGE IS AN ISSUE BECAUSE THEY  
DON'T HAVE A PLACE TO BE ABLE TO  
STORE ALL OF THEIR BELONGINGS.  
AND I THINK PAT MENTIONED  
EARLIER -- MAYBE IT WAS DONALD  
-- ABOUT INDIVIDUALS BEING  
CRIMINALIZED FOR BEING HOMELESS.  
AND SO WHEN THEY'RE LOCKED UP --  
AND THEN WHEN THEY COME BACK,  
THEIR BELONGINGS ARE GONE  
BECAUSE THEY'VE LEFT  
THEM IN SHELTER.  
SO STORAGE IS A REAL ISSUE,  
FOR THEM TO BE ABLE TO KEEP  
THEIR VITAL DOCUMENTS SAFE  
SO THEY CAN BE ABLE  
TO ACCESS BENEFITS.  
AND THEN I WOULD LIKE TO  
MAKE A RECOMMENDATION.  
I KNOW THAT THIS PROBABLY  
SOUNDS VERY OFF THE CHARTS.  
BUT THERE ARE LOCAL SSA OFFICES  
IN MOST OF THE JURISDICTIONS  
THAT WE WORK IN.  
AND TO SAM'S POINT ABOUT  
TRAINING AND COMMUNICATION,  
IS THERE AN OPPORTUNITY WHERE  
A LOCAL SSA OFFICE WHERE OUR  
AGENCIES ARE COULD ADOPT  
AN AGENCY PER SE, RIGHT,  
AND DO SOME IN-REACH AND  
EDUCATION ON WHAT THEY'RE  
LOOKING FOR WHEN A PERSON  
CALLS THE NUMBER OR THEY  
HAVE AN IN-PERSON MEETING.  
THESE ARE THE KEY THINGS  
THAT WE'RE GOING TO ASK YOU.  
SO OUR TEAMS CAN THEN  
EDUCATE THEMSELVES AND  
EDUCATE THE INDIVIDUALS

THAT WE'RE WORKING ON.  
SO IT BECOMES A CYCLE  
OF CONTINUOUS POSITIVE  
COMMUNICATION FOR THE END  
RESULT TO BE SOMEONE  
IS AWARDED BENEFITS.  
>> THANK YOU, KENYATTA.  
I THINK YOU WERE RESPONDING  
TO -- WE HAD A QUESTION  
FROM A HEALTH STAFFER ABOUT  
STORAGE AT SSA OFFICES.  
AND IT SOUNDS LIKE YOU'RE  
SUGGESTING THAT THERE BE SPACE  
SET ASIDE FOR THAT PURPOSE SO  
THAT IT DOESN'T INTERFERE  
WITH SOMEONE'S ABILITY  
TO APPLY FOR BENEFITS.  
>> I DIDN'T EVEN SEE  
THAT QUESTION.  
SO I'M GLAD THAT I'M  
ALIGNED WITH THE AUDIENCE.  
>> OH.  
I THOUGHT YOU SAW THE QUESTION.  
[ LAUGHTER ]  
WELL, YEAH, YOU WERE ON  
ACCORD WITH ONE OF THE  
MEMBERS OF OUR AUDIENCE.  
I JUST WANTED TO MAKE SURE THAT  
WE CONNECTED THOSE THOUGHTS.  
ANOTHER AUDIENCE QUESTION  
RELATED TO PEOPLE WHO  
ARE -- I'M SORRY,  
I LOST IT FOR A SECOND -- PEOPLE  
WHO ARE REENTERING FROM JAIL  
OR PRISON AND CONNECTING  
TO BENEFITS FROM THAT  
VANTAGE POINT.  
WHAT UNIQUE BARRIERS  
DO THEY FACE?  
AND HOW CAN WE HELP  
ADDRESS THOSE BARRIERS?  
>> SO THEY HAVE THE SAME  
ISSUES WITH IDENTIFICATION.  
SO OFTENTIMES,  
THEIR IDENTIFICATION IS EITHER  
LOST OR THEY DIDN'T HAVE IT  
WHEN THEY ENTERED THE SYSTEM.  
THEIR BENEFITS HAVE BEEN  
SUSPENDED WHILE THEY'RE  
INCARCERATED.  
SO WE HAVE TO RESTART  
THAT PROCESS AGAIN.  
AND HOUSING IS A HUGE  
BARRIER TO PEOPLE LEAVING THE  
CRIMINAL JUSTICE SYSTEM.  
ONE OF THE THINGS ABOUT THE  
DEFINITION OF ELIGIBILITY FOR

PROGRAMS IS IT'S 90 DAYS  
OR LESS IN AN INSTITUTION.  
SO YOU'RE ACTUALLY NOT EVEN  
ELIGIBLE FOR HOMELESS PROGRAMS  
IF YOU'VE BEEN IN AN INSTITUTION  
FOR LONGER THAN 90 DAYS.  
SO WE NEED TO EXTEND  
THAT OURSELVES.  
SO THAT CREATE AS HUGE BARRIER.  
THEY DON'T HAVE, YOU KNOW,  
MOST OF THE TIME,  
STABLE PLACES TO LIVE.  
ACTUALLY, IF YOU LOOK AT THE  
BUREAU OF PRISON STATISTICS,  
A MAJORITY OF THE PEOPLE  
ENTERING THE SYSTEM WERE  
HOMELESS BEFORE THEY GOT THERE.  
SO THAT WHOLE IDENTIFICATION  
PROCESS IS USUALLY -- IT NEEDS  
TO START OVER AT THAT POINT.  
SO THOSE ARE SOME OF  
THE MAJOR BARRIERS,  
JUST WHERE THEY'RE GOING TO FIND  
HOUSING AND MAILING ADDRESSING.  
THEY'RE NOT ELIGIBLE FOR MOST  
SUBSIDIZED HOUSING PROGRAMS.  
SO WE CAN GO ON AND ON.  
THE ONE OTHER THING THAT  
WE DIDN'T ADDRESS IS  
WE DO HAVE NOW,  
ELIGIBLE FOR CONTINUING  
CARE DOLLARS,  
OUR NATIVE AMERICAN COMMUNITIES.  
AND SO NATIVE AMERICAN  
COMMUNITIES AND OTHER  
RURAL COMMUNITIES,  
EVERYTHING WE TALKED ABOUT IS  
EXACERBATED BY THE LACK OF  
TECHNOLOGY AND THE LACK OF  
ABILITY TO OUTREACH TO PEOPLE.  
SO WE DIDN'T TOUCH ON THAT,  
BUT THAT'S ANOTHER ISSUE WE  
SHOULD ALSO TALK ABOUT.  
>> IN ADDITION TO THE 90 DAY  
CUT-OFF THAT DONALD REFERS TO,  
I THINK THERE'S ROOM FOR A  
POLICY CHANGE WHERE PEOPLE  
DO NOT GET CUT OFF FROM  
SSI IF THEY GO TO JAIL,  
THAT THERE'S SOME PAUSE  
MECHANISM OR SOME OTHER WAY THAT  
THEY CAN THEN JUST BE PICKED UP  
AGAIN AND CONTINUE RATHER THAN  
TO REAPPLY BECAUSE THAT JUST  
KEEPS PEOPLE, YOU KNOW,  
OUT OF JAIL AND THEN  
DESPERATELY POOR WITH NOTHING

FOR QUITE A LONG TIME,  
UNTIL THAT REAPPLICATION  
TAKES PLACE.  
SO THERE'S ROOM FOR POLICY  
IMPROVEMENT HERE, FOR SURE.  
>> DEFINITELY.  
>> ONE OTHER ISSUE,  
JUST BRIEFLY IS,  
WHEN FOLKS DO GET AN ALLOWANCE,  
THERE'S BEEN SOME KIND  
OF POLICY CHANGE.  
I DON'T KNOW IF IT'S A POMS OR  
AN IMPLEMENTATION ISSUE WHEREAS  
THEY USED TO BE ABLE TO HAVE  
12 MONTHS TO GET THEIR  
BENEFITS INTO EFFECTUATION  
IF THE BENEFITS STARTED.  
THE MEDICAL DETERMINATION  
WOULD REMAIN IN EFFECT FOR  
THAT PERIOD OF TIME.  
BUT OVER THE LAST FEW YEARS,  
THAT HAS CHANGED.  
AND SO MANY PEOPLE WHO ARE  
EXPERIENCING LET'S SAY PERIODS  
OF PSYCH HOSPITALIZATIONS SINCE  
THEY GOT AWARDED THEIR BENEFITS  
OR BRIEF INCARCERATIONS  
OR JUST LOST TEMPORARILY,  
IF THEY DON'T GET THEIR  
BENEFITS IN PLACE,  
THEY GET A NOTICE OF DENIAL.  
AND THEN IT'S REALLY DIFFICULT,  
AND THEY END UP  
HAVING TO REAPPLY,  
AFTER HAVING GONE  
THROUGH THIS PROCESS.  
SO WE WOULD LOVE TO SEE THOSE  
MEDICAL DETERMINATIONS BE  
ABLE TO STAY IN PLACE FOR  
LONGER PERIODS OF TIME,  
FOR UP TO 12 MONTHS,  
AS WAS THE PROCESS PRIOR.  
>> THANK YOU.  
SO WE'RE NEARING THE  
END OF OUR TIME.  
I DEFINITELY WANT TO THANK  
THE PANELISTS FOR JOINING ME  
IN THIS CONVERSATION THAT  
SPANNED EVERYTHING FROM HOW  
DO WE END HOMELESSNESS TO  
SOME VERY PARTICULARS,  
HOW DO WE COMMUNICATE  
WITH PEOPLE ABOUT THEIR  
APPLICATIONS FOR SSI.  
I'M GOING TO TURN THE  
FLOOR OVER, AT THIS POINT,  
THOUGH TO STEVE ROLLINS TO HELP

CLOSE OUT THE CONVERSATION.  
>> OKAY.  
THANK YOU, MS. MOSES.  
YOU DID A WONDERFUL  
JOB MODERATING.  
THANKS TO ALL THE PANELISTS  
FOR PRESENTING TODAY.  
THIS WAS AN EXCELLENT  
DISCUSSION, YOU KNOW.  
AND WE ALSO THANK ALL OF OUR  
PARTICIPANTS FOR TAKING TIME  
TO LISTEN TO TODAY'S VERY.  
INFORMATIVE FORUM.  
I THINK I'M NOT ALONE IN  
SAYING THAT YOU DID AN EXTREMELY  
EFFECTIVE JOB IN HIGHLIGHTING  
THE CHALLENGES AND IMPACT  
OF BEING HOMELESS  
AND HOUSING INSECURE.  
I NOTED HOW IT CROSSES AGES  
AND EFFECTS THE YOUNG AND  
THOSE THAT ARE AGING,  
THE IMPACT THAT COVID HAS HAD  
AND THE ADJUSTMENTS OTHER  
ORGANIZATIONS HAVE HAD TO MAKE,  
SOME OF WHICH ARE STILL INDOOR.  
I NOTED THE NEED FOR RESOURCES  
TO HELP COMBAT HOMELESSNESS  
AND HOUSING INSECURITY.  
I REALLY FOUND IT INTERESTING  
LISTENING TO THE BARRIERS  
THAT INDIVIDUALS WERE HAVING  
ACCESSING SSA BENEFITS  
AND SERVICES,  
INCLUDING WITH THE  
AUTHENTICATION AND  
IDENTIFICATION ISSUES THAT ARE  
CRITICAL TO PROTECT THE PRIVACY  
OF THOSE THAT ARE SEEKING  
BENEFITS FROM SOCIAL SECURITY.  
AND YOU KNOW,  
ALSO PROVIDED SOME SUGGESTIONS  
ON WHAT WE CAN CONSIDER IN  
TERMS OF HOW TO HANDLE THEM.  
AND THEN, IMPORTANTLY,  
I THINK YOU ALSO HIGHLIGHTED  
THE POSITIVE IMPACT THAT,  
YOU KNOW, ACCESS TO BENEFITS  
AND SERVICES CAN HAVE FOR  
THOSE FACING HOMELESSNESS  
AND HOUSING INSECURITY,  
INCLUDING THE EFFECTIVENESS  
OF THE SOAR PROGRAM WHICH  
I'M QUITE FAMILIAR WITH,  
FROM MY PAST EXPERIENCES.  
SO THANK YOU AGAIN.  
SO BEFORE I CLOSE TODAY'S FORUM,

I DO HAVE A FEW BRIEF  
ANNOUNCEMENTS.  
WE DO ASK THAT PEOPLE WHO  
ARE IN NEED OF SERVICES FROM  
SOCIAL SECURITY, YOU KNOW,  
PLEASE USE OUR ONLINE  
SERVICES AT [WWW.SSA.GOV](http://WWW.SSA.GOV).  
OR CALL US TO SCHEDULE  
APPOINTMENTS IN ADVANCE  
RATHER THAN JUST WALKING IN  
WITHOUT AN APPOINTMENT,  
WHICH WILL CERTAINLY HELP  
PREVENT LONG LINES.  
PHONE APPOINTMENTS CAN  
OFTENTIMES SAVE YOU A  
TRIP TO A BUSY OFFICE.  
YOU KNOW, MANY SOCIAL  
SECURITY OFFICES ARE  
AVAILABLE BY DIALING TOLL  
FREE 1-800-772-1213.  
AND PEOPLE WHO ARE DEAF OR  
HARD OF HEARING CAN USE OUR  
TTY NUMBER, 1-800-325-0778.  
I ENCOURAGE THOSE WHO  
ARE ABLE TO CREATE A MY  
SOCIAL SECURITY ACCOUNT.  
MOST SOCIAL SECURITY SERVICES  
DO NOT REQUIRE AN IN-PERSON  
VISIT TO AN OFFICE.  
AND AGAIN,  
YOU CAN CREATE YOUR MY  
SOCIAL SECURITY ACCOUNT  
AT [WWW.SSA.GOV/MYACCOUNT](http://WWW.SSA.GOV/MYACCOUNT).  
AND THEN LASTLY,  
YOU WILL RECEIVE AN EMAIL  
WITH A LINK TO AN EVALUATION  
FOR THIS FORUM.  
WE WOULD CERTAINLY APPRECIATE  
IF YOU COULD TAKE SOME TIME TO  
COMPLETE AN EVALUATION AND LET  
US KNOW HOW YOU VIEWED THE  
PRESENTATION AND THE FORUM.  
THIS EMAIL ALSO INCLUDES  
A LINK TO ENGAGE SSA,  
WHICH IS OUR ONLINE FORUM.  
THIS IS AN OPPORTUNITY FOR YOU  
TO PROVIDE ANY ADDITIONAL  
THOUGHTS ABOUT TODAY'S FORUM,  
AS WELL AS SUGGEST IDEAS  
FOR FUTURE ONES.  
IF YOU HAVE ANY QUESTIONS  
FOLLOWING TODAY'S MEETING,  
PLEASE REACH OUT TO US AT  
[NATIONALDISABILITYFORUM](http://NATIONALDISABILITYFORUM)  
AT [SSA.GOV](http://SSA.GOV).  
THANK YOU AGAIN FOR JOINING US.  
REMEMBER TO JOIN US FOR PART 2

OF THIS CONVERSATION ON  
WEDNESDAY, OCTOBER 19.  
PLEASE STAY SAFE,  
AND ENJOY THE REST OF YOUR DAY.  
THANK YOU!